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This instruction implements Air Force Policy Directive (AFPD) 24-6, *Distribution and Traffic Management* and establishes uniformity, standardization, and guidance for orderly and efficient Air Transportation operations. This volume applies to all civilian employees and uniformed members of the Regular Air Force (RegAF), Air Force Reserve (AFR), and Air National Guard (ANG). This instruction requires the collection and or maintenance of information protected by the Privacy Act of 1974 authorized by Title 10 United States Code (USC), Section 9013, *Secretary of the Air Force*. The applicable System or Records Notice (SORN) FO24 AF USTRANSCOM D DoD, *Defense Transportation System Records*, is available at: <https://dpcl.d.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570709/fo24-af-ustranscom-d-dod/>. Ensure all records created as a result of processes prescribed in this publication are maintained in accordance with in accordance with Air Force Instruction (AFI) 33-322, *Records Management and Information Governance Program*, and disposed of in accordance with Air Force Records Information Management System Records Disposition Schedule, which is located in the Air Force Records Information Management System. Refer recommended changes to this instruction to the office of primary responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*. Route AF Forms 847 from the field through the appropriate functional chain of command. Supplements to this publication are not authorized. The authorities to waive wing/unit level requirements in

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SUMMARY OF CHANGES

This document has been substantially revised and needs to be completely reviewed. Major changes include (1) the integration of major command (MAJCOM) level guidance into five separate volumes in an effort to bridge policy gaps across the Air Force, (2) official hyperlinks have been updated and renewed, (3) oversight and distribution of numerous MAJCOM levels of authority are now assigned to Air Force Installation and Mission Support Center (AFIMSC), (4) ANG-applicable notes have been added or deleted throughout, (5) AFIMSC Air Transportation Functional Manager is primary office for all formal training course line numbers to include Parachute Rigger Course Phase I, (6) flight documentation package requirements have been identified, (7) additional specifications for passenger identity screening requirements added, (8) the term small air terminal is now obsolete and all non-aerial port air transportation operations are now referred to as air transportation function (ATF), (9) removal of form images as attachments due to form availability via Air Force e-Publishing.

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Chapter 1

ROLES AND RESPONSIBILITIES

1.1. Deputy Chief of Staff for Logistics, Engineering and Force Protection (AF/A4):

1.1.1. Develops and publishes procedures for Air Force passenger and cargo movement in accordance with Secretary of the Air Force delegated responsibilities.

1.1.2. Coordinates with other Headquarters Air Force offices and military services on Air Force and joint air transportation matters.

1.2. Air Mobility Command (AMC) Air Transportation Division (AMC/A4T):

1.2.1. Operates and provides organizational advice, planning, and oversight for aerial ports.

1.2.2. Provides organizational advice to AMC terminals operated by other services supporting Department of Defense (DoD) components as established in accordance with Defense Transportation Regulation (DTR) 4500.9-R, **Part III**, *Mobility*.

1.3. Major Command Commanders: Operate air terminals to support MAJCOM or service-specific authorized airlift requirements as established in accordance with DTR 4500.9-R, Part III.

1.4. Air Force Installation and Mission Support Center:

1.4.1. Provides AF wide intermediate-level organizational advice, planning, and oversight for air terminals.

1.4.2. Directly consults, coordinates, and advises subordinate and MAJCOM subordinate activities providing air transportation airlift support or unilateral aircrew training (UAT) support functions.

Chapter 2

PASSENGER AND FLEET OPERATIONS

Section 2A—Passenger Operations

2.1. Overview. This volume provides guidance and procedures for passenger terminals and will act on behalf of United States Transportation Command (USTRANSCOM), for airlift, inter-theater, intra-theater, and Continental United States (CONUS) aeromedical evacuation, aerial refueling support, and support services to the DoD components as required by USTRANSCOM. Peacetime aerial ports, which are airfields that have been designated by the DTR 4500.9-R, Part III, for the sustained air movement of traffic and to serve as an authorized port for entrance or departure to or from the country operate for two primary reasons. First, to continually exercise/train military and civilian personnel required to ensure the United States is able to respond to contingencies and conflicts around the world. Secondly, to provide strategic airlift transportation for the DoD. This instruction incorporates “compliance terminology” for which the following definitions apply:

2.1.1. Must and Will – indicates a mandatory requirement. Note: “Will” is also used to express a declaration of purpose for a future event.

2.1.1.1. Should – indicates a preferred method of accomplishment.

2.1.1.2. May – indicates an acceptable or suggested means of accomplishment.

2.1.2. If something is not stated in this instruction, it does not mean that an allowance exists or may be authorized. The philosophy of “It doesn’t say I can’t; therefore, I can” does not apply.

2.1.3. Unit Commanders should create local operating instructions (OI) for day to day operations not outlined in this instruction.

2.1.4. This instruction uses a SharePoint® companion website, located on the non-classified network for maintaining form instructions, examples, and website links. Some links are controlled by outside agencies. Check: <https://eim2.amc.af.mil/org/a4/A4T/RMRC/SitePages/Home.aspx> if website links are broken or for updates. If no updates are listed, contact Headquarters Air Force (HAF) or owning MAJCOM headquarters.

2.2. Safety. Terminals implement advisories and warnings from numerous agencies to ensure the safety and security of cargo, passengers, and aircraft. Everyone involved in the movement of cargo and passengers have the responsibility to prevent possible hijacking, sabotage of an aircraft, or mass casualty event. Terminal personnel, security officials, and aircrew members share the responsibility for security of the cargo and/or passenger terminal. Refer to AFI 10-701, *Operations Security (OPSEC)*; AFI 16-1404, *Air Force Information Security Program*; Department of Defense (DoD) 5200.08-R, *Physical Security Program*, 1AFI 10-222-O, *Force Protection (FP) Mission and Antiterrorism (AT) Program for Air Forces Northern Area of Responsibility*; and AFI 13-207-O, *Preventing and Resisting Aircraft Piracy (Hijacking) (FOUO)*.

2.2.1. Federal Aviation Administration (FAA) and Transportation Security Administration (TSA) security directives contain sensitive information and will not be distributed to passenger terminals. (T-1). The Air Force Logistics Readiness Division Air Transportation Section will consolidate any applicable information and transmit via message to the units. (T-1). Non-sensitive TSA travel information can be found at TSA.gov.

2.2.2. Bioenvironmental engineering certifies all newly installed X-ray equipment or when existing equipment has been relocated within the terminal. This check must include measurement of radiation scatter or leaks. (T-2). Supervisors must brief all personnel on the concerns associated with radiation emitting equipment. (T-2). Any passenger service agent (PSA) who suspects they may be pregnant must be evaluated immediately by a medical authority. (T-2).

2.2.3. All PSAs must prevent entry of unauthorized weapons, firearms, or explosives into the Defense Transportation System (DTS). (T-1). Passenger terminal personnel must be alert to the possibility of concealed explosive devices, firearms, or weapons. (T-1). Passenger terminal management or the duty officer (DO) has the authority to decline passenger travel should the passenger terminal find unauthorized items. (T-2).

2.2.4. Personnel at all levels must make safety a top priority through awareness and execution of policies and procedures to prevent mishaps. (T-1). Local management and supervisor responsibilities in this area include but are not limited to:

2.2.4.1. A safe workplace and ensure all individuals receive necessary on and off duty safety training. (T-2).

2.2.4.2. Implement a proactive mishap prevention program that complies with Occupational Safety and Health Administration (OSHA) and Air Force Occupational Safety and Health Standards in accordance with AFI 91-202, *The U.S. Air Force Mishap Prevention Program* and AFMAN 91-203, *Air Force Occupational Safety, Fire, and Health Standards*. (T-1).

2.2.5. There will be times when passengers cannot be accepted for travel aboard aircraft due to safety considerations. Passengers must be able to overcome obstacles and challenges of traveling within an aircraft. (T-2). Passengers must be physically able to climb ladders, move within the aircraft without mechanical assistance (wheel chair or walker) and be able to egress the aircraft in an emergency without impeding others or requiring assistance. (T-2). Passengers with disabilities should be offered early boarding to allow time to get situated in the aircraft.

2.2.6. Unsafe Aircraft, Condition, or Activity. At passenger terminals, the operations officer or air terminal manager (ATM), in conjunction with contracted carrier representative, will thoroughly investigate each allegation of unsafe aircraft condition and make proper determination to delay or determine estimated repair timelines. (T-3). Detachment chiefs and/or contracting officer representative (COR), in conjunction with the FAA and the carrier representative, coordinate on troubleshooting aircraft maintenance repairs.

2.2.6.1. If an aircraft is determined to be unsafe, the carrier is responsible to provide for passenger needs as stated in the DoD commercial carrier contract until such time the unsafe condition has been resolved. (T-2).

2.2.6.2. If a passenger refuses to board or travel on any aircraft that has not been determined unsafe, remove the passenger from the manifest and return baggage. (T-2). If the passenger is space-required (space-r), refer to the nearest transportation office. If the passenger is space-available (space-a), follow procedures for space-a passenger removal outlined in **paragraph 2.72**

2.3. Training Requirements. Refer to AFI 24-605 Volume 5, *Air Transportation Standardization and Resources*, for training requirements. (T-2). Personnel who operate/adjust metal detectors and X-ray machines must accomplish locally produced training. (T-2).

2.3.1. PSAs will be familiar with manual procedures in the event of an automated manifesting system outage, or when operating at non-automated locations. (T-2). X-man and Manual Alternative Passenger Manifesting-Tool (MAPM-T) are Microsoft® Excel spreadsheet products which can be downloaded from AMC/A4T SharePoint® website. Provide the Remote Manifesting Resolution Center (RMRC) with all required information for post-processing passengers. Note: RMRC activation does not relieve units from the responsibility of manual manifesting, sign-up, selection, etc. (T-2).

2.3.2. PSAs will be familiar with the DoD Foreign Clearance Guide (DoD FCG), Department of Defense Instruction (DoDI) 4515.13, *Air Transportation Eligibility*, and Personal Property Consignment Instruction Guide (located at <https://www.move.mil/sme>). (T-0). The DoD FCG, published under the authority of Department of Defense Directive (DoDD) 4500.54E, *DoD Foreign Clearance Program (FCP)*, provides necessary information for personnel traveling to foreign countries, including states within the CONUS, as well as general information on foreign locations and is directive in nature. As changes to this guide occur daily, it must be reviewed before any passenger mission. (T-2). Pet travel entry and quarantine requirements may be found under Section 4 of the Personal Property Consignment Instruction Guide.

2.4. Passenger Terminal and Facility Requirements. A passenger terminal is a facility where passenger operations take place. The standards identified in this instruction are base-line requirements to minimize the possibility of mass casualties in passenger terminals, prevent damage or destruction of aircraft, and protect passenger terminals from terrorist actions. Installation and unit commanders may choose to implement additional measures where local threat analysis warrants. Unit commanders will coordinate risk assessments with local agencies and document any deviations for passenger terminals not meeting minimum standards. (T-2).

2.4.1. AMC passenger terminals will meet the terminal amenities standards as identified in the Terminal Design Guide (located on AMC/A4T SharePoint®) based on the type of terminal designated as large, medium, or small. (T-2). Special emphasis is placed on the following:

2.4.1.1. Public Address Systems. Terminals must use an announcement system to pass information. (T-2). When not in use, conservative music may be connected to the system. Commercial Gateway managers must obtain the use of local airport public address system for announcements. (T-2). If a public address system is impractical, alternate means of mass notification are acceptable.

2.4.1.2. Install Duress Alarm systems, in accordance with AFI 31-101, *Integrated Defense (ID)*, linking security forces with critical areas identified by passenger terminal management. (T-2). Activation devices (button or switch) must be out of public view to allow personnel monitoring and performing inspections to activate the alarm without being noticed by passengers. (T-2). Portable activation devices may be used to increase passenger terminal flexibility. Unit commanders will develop procedures in coordination with the local installation for operation and testing of the duress alarm system. (T-2). At a minimum, duress alarm systems will be tested each quarter. (T-2).

2.4.1.3. Provide monitors for passenger flight information and convenience throughout the terminal. (T-2). Unit commanders may display local conditions and information on a separate monitor.

2.4.1.4. Post the following signs throughout the passenger terminal to focus on security concerns relating to air travel: AMC Visual Aid (AMCVA) 24-5, *Advice to Passengers*, AMCVA 24-3, *Federal Safety and Security Inspection Rules*, and AMCVA 24-6, *Not a Joking Matter*. (T-2).

2.4.1.5. Passenger Terminal Feedback. Passenger terminals will use the DoD Interactive Customer Evaluation (ICE) system, a web-based tool for collecting customer feedback about services and goods provided to measure passenger satisfaction. (T-2).

2.4.1.5.1. AMC Form 253, *Air Passenger Comments*, or ICE business cards (example on the Air Force Logistics Readiness Division Air Transportation SharePoint® website) will be available at the passenger service counter or located near the “Letter to the Passenger” display (refer to [Attachment 4](#)). (T-3). A single collection box will be used for the AMC Form 253, and checked regularly. (T-3). The “Letter to the Passenger” display is locally produced and signed on appropriate letterhead with a photo of the unit commander. (T-2).

2.4.1.5.2. All passenger terminals will appoint no more than two unit ICE managers. (T-2). Unit ICE managers will be appointed in writing by passenger terminal leadership. (T-2). Passenger terminal leadership will notify MAJCOM ICE manager via email to have accounts established. (T-2). Notification must include the name, rank, title, phone number and email address of newly appointed managers. (T-2). Appointment letters are no longer required to be sent to the MAJCOM ICE Manager. Provide outgoing unit manager names to help ensure ICE account is deleted. (T-2). Unit ICE managers must inform MAJCOM of any updates or additional requirements. (T-2).

2.4.1.5.2.1. Unit ICE Manager Duties. Unit ICE managers are required to collect passenger feedback and provide responses upon passenger’s request or as necessary. (T-2). Responses must be completed within three duty days and closed out in ICE. (T-2).

2.4.1.5.2.2. Terminals collecting AMC Form 253, will manually input the information into ICE to capture customer comments electronically. (T-2). An ICE business card template is available on the AMC/A4T SharePoint® website.

2.4.1.6. AMC Form 76 (AMC Form 76A at Navy operated AMC passenger terminals), *Passenger Travel Information (AMC-GRAM)*. All passenger terminals will create a customized form using the information provided on the template located on AMC/A4T SharePoint®. (T-2). Include frequently requested travel information. AMC Form 76/76A will be updated annually, when significant changes occur, and must include form's revision date. (T-2).

2.4.2. Privacy Act Statements (PAS) are displayed in accordance with DoD 5400.11-R, *Department of Defense Privacy Program*. Passenger terminals will display a PAS notification to passengers identifying the collection of personal information. (T-0). PAS signs are locally developed and must include the authority, purpose, routine uses, and disclosure items. (T-2). At Outside Continental United States (OCONUS) locations, PAS signs should be posted in English and host nation's language. In addition to disclosures generally permitted under the Privacy Act of 1974, 5 USC 552a, these records or information contained therein may specifically be disclosed outside the DoD as a routine use pursuant to Privacy Act of 1974, 5 USC 552a, (b)(3), customs officials for the purpose of notifying foreign countries of personnel and equipment arrivals. Records from the system are routinely disclosed to other federal agencies and offices providing transportation, and to civilian airlines and airports for transportation services, developing billing data, manifesting passengers, and for forecasting future requirements. Disclosure of information required for travel is voluntary, however non-disclosure of information may prevent passenger(s) from continuing processing and onward movement.

2.4.3. Passenger name records are used to prepare aircraft manifests for passenger identification processing and movement on organic and commercial contract aircraft, transiting military and civilian airports. To comply with DoDI 1000.30, *Reduction of Social Security Number (SSN) Use within DoD*, PSAs will use DoD identification (ID) numbers in lieu of SSN. (T-0).

2.4.4. Passenger terminal security inspections will be performed in conjunction with force protection condition measures in accordance with DoDIO-2000.16V1-AFI10-245-O, *Antiterrorism (AT) Program Implementation*. (T-0).

2.4.5. Amnesty Boxes. Coordinate with installation Threat Working Group for requirements.

2.4.6. Terminal personnel will limit access by passengers to gate and sterile areas, mechanical rooms, power and telephone cabinets, and power shutoffs (other than those required for safety reasons) through the use of door locks, padlocks, or locate passengers in areas that are not accessible by the general public. (T-2). Passenger terminal leadership may exempt on-duty PSAs or personnel directly involved with flight and passenger processing (e.g., DO), ramp controller and border clearance officials) from security checkpoint screening. The exemption must be in writing and the letter, signed by terminal management, will be available at the security checkpoint. (T-3). This exemption list must be kept to an absolute minimum and is not intended for maintenance or custodial personnel. (T-2). The preferred entry for personnel assigned to work the passenger terminal is a card-reader or cipher-lock entry door. Deviations to AFI 31-101 and DoDIO-2000.16V1-AFI10-245-O will be initiated with the installation security office. (T-0).

2.4.7. Terminals will develop locally produced quick reaction checklists in order to respond to the following threats: suspicious package, robbery, bomb threat, and unattended baggage. (T-2). Examples can be found on the AMC/A4T SharePoint®.

2.5. Information Disseminated within Terminal. In order to balance between customer needs and to safeguard information, the following applies:

2.5.1. Post flight schedules up to 72 hours using approved template, found on AMC Passenger Operations Branch (AMC/A4TP) SharePoint®, for displaying flight schedule information from automated system. (T-2). Schedules may be limited during times of increased security threat. OPSEC may preclude some missions from being displayed.

2.5.2. Provide full name of all destinations and indicate any delays on arriving missions and update estimated arrival times in remarks, when available. (T-2). When outbound missions are delayed, update the flight information to reflect new departure time and scheduled reporting time in the remarks section. (T-2). At a minimum, dispatch will update information at each shift change. (T-2).

2.6. Information Disseminated to the Public and Authorized Individuals. Publically advertised information must be reviewed for accuracy, and updated in accordance with AFI 35-107, *Public Web and Social Communications*, before being provided to the public. (T-2). Passenger terminals releasing publically advertised information, including flight information, must include the below disclosure notice on any mission-related information released to authorized individuals. (T-2). “Information and files provided to authorized individuals by internet, mail, e-mail, and fax containing mission-related information, such as operational or flight schedules, are intended solely for the use of determining space-r and space-a flight availability. Any attempts to retransmit, upload, pass to unauthorized persons, or change the information received for any other purpose is strictly prohibited. Any action circumventing the parameters specified and/or implied above is subject to investigation and/or prosecution by law enforcement.”

2.7. Release of Traffic Records to Public. Release, access to, or recommendation to withhold traffic records requested under the Freedom of Information Act (FOIA) will be processed in accordance with DoDM 5400.07_AFMAN 33-302, *DoD Freedom of Information Act (FOIA) Program*. (T-0). Do not release information that may have been merged or furnished from a Privacy Act record source. (T-2). PSAs will not release internal messages between headquarters and passenger terminals to non-terminal personnel. (T-2). Requests for information should be routed through the FOIA office on the respective installation. The following information may be released by PSAs: Travel eligibility, flight schedules, and operating route. Passenger manifest information may be released to government officials or employees for official purposes after identification of requestor has been validated as a need to know. Requests must be coordinated through terminal management prior to release. (T-2).

2.8. Passenger Terminal Website (Managed by Public Affairs). Provide the following information to local public affairs office in accordance with AFI 35-107:

2.8.1. Mailing address, Defense Switched Network (DSN), commercial, and fax numbers (if applicable), organizational e-mail address, hours of operation, and remote space-a sign-up e-mail address. (T-2).

2.8.2. Available passenger terminal customer conveniences listed on local travel gram. (T-2).

2.8.3. A link to the AMC travel website. (T-2).

2.8.4. Passenger terminals maintaining a social media website will follow guidance published in the latest Social Media Guide, which can be found on the AMC/A4T SharePoint®. (T-2).

2.9. Unruly Passengers. If at any time a passenger becomes unruly, displays unacceptable behavior, or becomes violent, supervisors must use good judgment on when to deny boarding, transportation, or contact law enforcement. (T-2).

2.10. Denying Aircraft Boarding. The decision to deny boarding will be made by the shift supervisor, but may be elevated as high as the installation commander depending on the circumstance and rank of the person in question. (T-3). At commercial gateways, the decision rests with the station manager or alternate station manager and coordinated with the senior military representative. Once the passengers are on the aircraft, the aircrew or the troop commander has the authority to deny boarding for safety of themselves and other passengers.

2.11. Passenger Ineligible List. Identified individuals, approved by respective service headquarters, are barred from worldwide space-a travel. Individuals are placed on the ineligible list based on unacceptable conduct or behavior.

2.11.1. Instances of unacceptable passenger conduct or behavior that warrant consideration for removal of space-a privileges (e.g., the passenger poses a safety hazard to themselves, other passengers, aircrew, aircraft, or the passenger terminal), will be forwarded to AMC/A4TP organizational email: org.amca4-71@us.af.mil. (T-2). Air terminal function (ATF) personnel will forward these instances to the AFIMSC Air Terminal Operations Branch. (T-2). Include all supporting documentation (e.g., unit commander memo, travel documents, PSA statements, police reports). Respective MAJCOMs will review documents and, if appropriate, forward to the passenger's service headquarters. (T-1). Final decision to revoke space-a privileges rests with respective service headquarters.

2.11.2. The Space-a Ineligible List is maintained in the Global Air Transportation Execution System (GATES). GATES is designed to support automated cargo and passenger processing and provide in-transit visibility. Non-automated passenger terminals must request the list by sending request in a digitally signed email to the AMC/A4TP organizational email: org.amca4-71@us.af.mil (T-1).

2.11.3. When passengers are determined "ineligible" by respective service headquarters, the passenger agent must cross-check name, DoD ID, and other pertinent information to validate ineligibility before denying travel. (T-2). The list is For Official Use Only (FOUO) and requires appropriate handling, safe guarding, and will be secured when not under review. (T-2). The list WILL NOT be presented or provided to passengers. (T-2). PSAs will refer passengers to respective service headquarters listed below: (T-2).

2.11.3.1. Navy: NAVSUP Global Logistic Support, Code N48, 1837 Morris Street, Norfolk, VA 23511.

2.11.3.2. Army: Headquarters (HQ) DALO-FPT-PP/PT, Room 1D343, 500 Army Pentagon, Washington DC, 20310-0500.

2.11.3.3. Air Force: HQ USAF/A4LE, 1030 Air Force Pentagon, Washington DC, 20330-1030.

2.11.3.4. Marine Corps: HQ United States Marine Corps, I&L LPD-2, 3000, Marine Corps Pentagon, Pentagon Room 2E211, Washington DC 20350-3000.

2.11.3.5. Coast Guard: CG-44, 2703 Martin Luther King Jr Ave S.E. Stop 7714, Washington DC 20953-7714.

2.12. Passenger Management: Passenger Service Agent (PSA) Responsibilities.

2.12.1. Determine passenger eligibility and verify identification and documentation requirements in accordance with DoDI 4515.13 and the DoD FCG. (T-0).

2.12.2. Maintain Space-Required/Space-Available Passenger Standby Registers to determine order of movement. (T-2).

2.12.3. Passenger Seat Release. The Air Terminal Operations Center (ATOC) will provide a firm seat release to the passenger terminal no later than five hours prior to mission departure or as soon as requirements are known. (T-3). Missions with short flight times of two hours or less may not meet this five hour timeframe. In those cases, every attempt must be made to determine a firm seat release as early as possible. (T-3). The dispatcher, or PSA, will contact ATOC if seat release is not received within five hours of scheduled mission departure. (T-3).

2.12.4. Flight set-up. Accomplish flight set-up and review pre-manifest, check for special category passengers, and provide unique requirements to the shift supervisor or terminal leadership. (T-3).

2.12.5. Commercial Gateways. Patriot Express (PE) missions operating to and from CONUS commercial airports may be handled by contracted personnel. Air transportation contracting officer representative (COR) personnel oversee the contract and provide technical assistance as required. (T-2).

2.13. Passenger Show and Check-in Times. Terminal operating procedures dictate passenger upload times which are driven by many factors (e.g., maintenance, fuels, deicing, aircraft type, and workload). The DO or ATM must take these factors in consideration when establishing passenger terminal specific sequence of events for passenger upload. (T-3). Note: Standard show time and roll call for space-r passengers is no later than (NLT) two hours and 20 minutes prior to aircraft scheduled departure. Space-a roll call standard is no earlier than (NET) two hours and 20 minutes prior to aircraft scheduled departure. (T-3).

2.13.1. Check-in for pre-manifested passengers must be available six hours prior to estimated time of departure but may begin as early as 24 hours prior to estimated time of departure at discretion of the DO or ATM. (T-2).

2.13.2. Travel Attire. PSAs should use good judgement and advise travelers when civilian dress is inappropriate or poses a safety risk. Additionally, personal hygiene that may offend other passengers, should be addressed with the passenger.

2.13.3. In the interest of passenger safety, footwear should not increase chance of injury, hinder passenger loading, or emergency aircraft egress. The wear of open-toe or open-heel shoes is prohibited on organic aircraft. Shoes with heels should have a wide base. (T-2).

2.14. Booking Control. Terminals have reservation and booking control for all scheduled passenger missions (24 to 72 hours prior to mission departure). Reservations and allowable cabin load (ACL), which is the total load that an aircraft can transport over a given distance taking into account weight and volume, may be adjusted after coordinating with appropriate agencies (e.g., up and downline stations). Note: The 618 Air Operations Center (AOC) Commercial Channel & Offshore Operations Division (618 AOC/XOGC) will manage all ACL and pet allocation adjustments on AMC passenger bookable missions. (T-2). Pacific Air Forces, United States (US) Air Forces Europe, or sister service aircraft will be managed by ATOC or in coordination with respective AOCs. (T-2).

2.15. Space-Required Passenger Sign-Up. At locations that utilize GATES, PSAs will port book passengers when excess seats are available in lieu of placing passengers in the backlog. (T-2). When automated manifesting systems are down for more than 24 hours, the Space-Required Standby Register will be manually maintained. (T-2).

2.15.1. A travel order or letter of authorization citing the authority for travel, billing instructions and/or fund cite, and customer identification code (CIC) when applicable, must be presented by passenger to travel. (T-2).

2.15.2. Space-R Standby and In-transit Passenger Processing. Automated passenger terminals must cancel any conflicting reservations to preclude duplicate booking. (T-2).

2.15.3. PSAs will collect two copies of travel orders and process passengers. (T-2). Provide flight and show time information to passenger. (T-2). Annotate date and time of arrival, passenger travel priority, type travel code, and dependent information when applicable, on both copies of orders. (T-2). Return one copy of travel order to the passenger. (T-2). File station copy according to travel priority and date and time of sign-up. (T-2). Enter the passenger information into the space-r backlog; the backlog will contain name, rank, travel priority, destination and date and time of sign-up. (T-2).

2.15.4. PSAs will print or save an electronic copy of the Space-Required Standby Register on a daily basis. (T-2). PSA will ensure space-r standby passengers are able to verify date and time of sign-up on the register. (T-2). Saving and printing the register is not required if no passengers are listed.

2.16. Port Booking Passengers. Passengers that arrive with orders and itinerary for a flight, but not on the pre-manifest, will be verified in the system before being port booked. (T-2).

2.16.1. When port booking passengers in an automated manifesting system, a routing indicator (RI) must be placed in the appropriate block. (T-2). RIs are used to properly identify the location where a passenger was booked (e.g., TERMRMS = Ramstein Passenger Terminal).

2.16.2. PSAs must file information to include administrative addresses, organizational e-mail addresses (not an individual e-mail address), DSN and/or commercial telephone numbers. (T-2). 618 AOC/XOGC creates and maintains RI files. To update information attached to the RI file, call DSN 312-779-4024, commercial (618) 229-4024, or e-mail tacc.xog-pax@us.af.mil.

2.17. Passenger Customer Identification Code (CIC). PSAs will check travel orders for fiscal data, CIC, and signature block. (T-2). CICs are utilized for billing DoD passenger travel and identifying service responsible for payment. Travel authorization for reimbursable space-r passenger transportation must incorporate a chargeable CIC approved by funds certifying official. (T-2). A CIC is composed of 15 alphanumeric digits with unused digits being zero-filled. There are several CICs that PSAs encounter related to type of travel. If CIC is not provided, follow the special account handling (SAH) procedures in [paragraph 2.88](#) (T-2). NOTE: Passenger terminals are not responsible for CIC construction.

2.18. Special Account Handling (SAH) Procedures. SAH codes entered in GATES directly affect passenger billing, and if improperly entered, could result in incorrect billing.

2.18.1. When a passenger's documentation does not contain a clearly identifiable CIC or the passenger pays the channel tariff at the port with cash, credit card, or check, PSAs will use one of the SAH codes from [Attachment 6](#). (T-2). This is located in the second position (i.e., spacebar then code) of the account code block in GATES. This places the passenger on the Suspense List and identifies to Data Records that additional documentation is required.

2.18.1.1. PSAs will annotate the copy of orders with the aerial port of embarkation (APOE) code, aerial port of debarkation (APOD) code and mission number from the passenger manifest. (T-2). For those passengers that paid channel tariff at the port, the PSA will include an additional annotation stating "Paid: \$ (Amount)". (T-2). The full billing address with point of contact (POC) and phone number for reimbursement must be provided. (T-2).

2.18.1.2. A passenger may present a memorandum signed by their commanding officer citing the authority for travel, fund cite, CIC billing address, and unit POC rather than published orders due to the urgent nature of travel. This memorandum must be included in the flight package prepared for Data Records. (T-2). Note: This type of movement is only authorized for emergency situations and is not authorized or intended to replace valid orders. (T-2).

2.18.2. Thru-load or In-transit manifesting. If a passenger is manifested to end destination and travel is terminated enroute due to mission cancellation, PSAs will ensure that an "E" is reflected in the second position of the account code block in the automated manifesting system, identifying the passenger is in-transit. (T-2). This ensures the passenger is not double charged. Do not permit "E" to be used instead of "A" when CICs are not available. (T-2).

2.19. AMC Mobility Mission Observer (MMO). Passengers designated as an AMC MMO, have been invited by the AMC Commander to accompany aircrew on organic military aircraft. MMO passengers are manifested with other passengers and are considered distinguished visitor (DV) travelers. They may proceed to the aircraft with aircrew and use crew compartment seats. MMOs are only authorized on organic military aircraft, use non-billable CIC 4MMO00000000000. (T-2).

2.20. Mission Essential Personnel (MEP). MEP travel includes mobility air forces (MAF) personnel (e.g., chaplains, maintenance recovery teams (MRT), security forces, detainee movement teams) that perform unique duties directly associated and essential to a particular mobility aircraft, aircrew, or mission in accordance with AFI 11-401, *Aviation Management*. **EXCEPTION:** 89 Airlift Wing (AW) and special operations missions. MEP travelers will process through the passenger terminal as space-r passengers. (T-2). The following apply:

2.20.1. MRT personnel on organic aircraft will process through the passenger terminal. (T-2). In time critical situations they are not required to process through the passenger terminal and may be manifested by the aircrew on Department of Defense (DD) Form 2131, *Passenger Manifest*, or included on approved flight authorization.

2.20.2. MEP travelers must notify ATOC of intent to travel aboard a specific mission NLT three hours prior to departure time. (T-2). Adding MEP travelers to the mission within the three hour point should be considered on case by case basis. When MEP travel is approved, use non-billable CIC MEP00000000000000. (T-2).

2.20.3. Defense Courier Service (DCS). For military members assigned to perform DCS duties, use non-billable CIC DCSC000000000000. (T-2). Courier must deliver travel orders and other required information to the passenger terminal NLT two hours and 20 minutes prior to aircraft block time. (T-2). Couriers will be manifested by passenger terminals and may proceed directly to the aircraft. (T-2). PSAs will coordinate with ATOC on movement status of space-blocked couriers before making a final determination to utilize seats for opportune passengers. (T-2).

2.21. Phoenix Raven (PR) Program. This program is designed to provide discrete, low-visibility, flyaway security for additional ground-based protection of aircraft transiting locations where security is unknown or deemed inadequate. PRs observe passengers during flight processing and board aircraft outside of normal procedures. PRs may board first with aircrew, offload last along with aircrew, and remain with aircraft until mission termination.

2.21.1. When departing on commercial contract missions to staging or TDY locations, PRs identify themselves to the PSA, provide valid documentation, ID cards and orders. (T-2).

2.21.2. When traveling on organic missions PRs process with MEP orders through command post or base operations in accordance with AMCI 11-208, *Mobility Air Forces Management*. PR personnel on organic aircraft may elect to process through the passenger terminal under the passenger terminal rules and restrictions.

2.22. Inactive Duty Training (IDT). Reserve component forces authorized in DoDI 4515.13, to travel on DoD aircraft for reserve inactive duty training, may be eligible to use a non-billable CIC (see [Table 2.1](#)).

2.22.1. Approved travel authorization may include a memorandum letter or appropriate service form, directing a member to perform IDT and must indicate the dates and locations of training and be signed by an approving authority other than the member. (T-2).

2.22.2. PSAs will process IDT travelers who are not pre-booked as space-r, after all other travel priority “4” passengers using travel priority “4” and type travel code “NR”. (T-2).

Table 2.1. IDT Non-billable CICs.

IDT			
Army Reserve	2ARE000000000000	ANG	4AFG000000000000
AFR	4AFR000000000000	Navy Reserve	3NRE000000000000
Coast Guard Reserve	GCGU000000000000	Army National Guard	2ARE000000000000
Marine Reserve	6MRE000000000000		
SAAM/Contingency			
Air Force	FSAM000000000000	Navy	NSAM000000000000
Army	ASAM000000000000	Marine	MSAM000000000000

2.23. Opportune Airlift. In accordance with DoDI 4500.57, *Transportation and Traffic Management*, all unused seats on DoD aircraft will be released for use by space-r and space-a passengers. (T-1). Senior terminal representative, in coordination with the aircraft commander and user as applicable, will determine if a defined need for security, or if overriding safety or legal concerns (including hazardous cargo, customs, agriculture, or citizenship and immigration service consideration) prohibits space-a travelers from flying on a specific mission. (T-2). Aircraft commander has final authority for all matters affecting the operation of the aircraft. ATOC at originating station, will coordinate with downline stations to ensure passengers can be accepted, the user's operations are not impeded, and availability of customs and border clearance requirements, as required. (T-2).

2.24. Displacing Revenue Cargo for Space-R Passengers. Displacing cargo and/or mail for space-r passengers on cargo or dual configured missions may be authorized by operations officer or ATM on a case-by-case basis when timely (within 72 hours) movement cannot be provided on passenger missions. Whenever cargo is displaced for passengers, ATOC will notify the 618 AOC Air Transportation Operations Branch to ensure command visibility of excessive space-r passenger backlog. (T-2).

2.25. Space-A Sign-up. DoDI 4515.13, establishes priority and eligibility for travel.

2.25.1. Space-a travel source of eligibility is the sponsor and cannot be delegated or transferred. Power of attorney does not create legal guardianship, therefore, travel under a power of attorney, non-court ordered adoptive guardianship, etc. is not authorized. Unaccompanied minors will not be entered into the backlog. (T-0).

2.25.2. Space-a sign-up may be accomplished in person at the passenger terminal or by using remote sign-up procedures. Passengers who submit an AMC Form 140, *Space-Available Travel Request*, for travel registration should retain the passenger copy as proof of registration. Note: "All" is not to be used as a destination option when signing up for space-a travel. (T-2). If travel documents are not provided at sign-up, PSA must brief passenger that they cannot be processed for a flight. (T-2).

2.25.3. For children under the age of ten years, without ID cards, passengers may use passports, or the child's DoD ID number which can be retrieved from MilConnect website: <https://milconnect-pki.dmdc.osd.mil/milconnect/>. If the passenger ID card does not show a DoD ID number, the PSA must solicit it from the passenger. (T-2). The DoD ID number may be retrieved from the MilConnect website.

2.25.4. Sign-up Time. If the passenger has leave documentation, stamp the documentation with the space-a sign-up stamp (refer to [Attachment 3](#)) or a GATES produced printout with passenger sign-up information. Julian date and Zulu time of sign-up must be used at all passenger processing locations. (T-2).

2.25.5. Passengers changing travel categories (e.g., category III to category II), will receive a new date and time of sign-up. (T-2). Example: Passenger originally signs up on ordinary leave, but afterwards has environmental morale and welfare leave authorized; this passenger would receive a new date and time of sign-up because they are in a new category.

2.25.6. Passengers changing destination prior to departure from point of origin, will maintain current date and time of sign-up. (T-2). If passenger elects to change after departure from point of origin, they will receive a new date and time of sign-up. (T-2).

2.26. Liberty (Pass). Policy and procedures to travel on pass are specified in DoDI 1327.06 *Leave and Liberty Policy and Procedures* and DoDI 4515.13. RegAF members must be in a pass status to utilize remote sign-up by indicating desired destination, name, rank, and inclusive dates of pass. (T-0).

2.27. In-person Sign-up. When passengers physically present themselves for travel, PSAs must ensure entry of the actual DoD ID number or passport number through "Change Person ID" activity in the "Space-A/Space-R Sign-up" windows. (T-2). At non automated locations, update the DD Form 2131 accordingly. (T-2).

2.27.1. Acceptable ID Types. Upon receipt of a remote space-a sign-up request or in-person sign-up at automated locations, PSAs must enter passenger identification using either; DoD ID number, passport number, or pseudo ID for passenger manifesting. (T-2).

2.27.2. Pseudo ID Creation. For pseudo person ID type, enter "RMT" for remote sign-up or "INP" for in-person sign-up. (T-2). Enter first four letters of the passenger's last name, first initial of first name and first initial of middle name. Example: Smith, John James (RMTSMITJJ) or (INPSMITJJ). If passenger does not have four letters in last name or no middle name, substitute the number zero "0" for the eighth character. Example: Ray, David, Alan (RMTRAY0DA) or (INPRAY0DA). If signing up additional dependents, use numbers in place of the middle initial for the last character Example: (RMTRAY0D1).

2.27.3. Married Members (Military-to-Military). Married service members may register as a family group provided both RegAF members are in leave status at time of sign-up. If leave expiration dates differ, PSAs will sign up members under earliest leave expiration date. (T-2).

2.27.4. Groups. Family members may travel as a group. All others must register for space-a travel individually. (T-2). Sports team group leaders or coaches have no authority to act on behalf of other team members for space-a registration. (T-2). Refer to DoDI 4515.13 for further information.

2.28. Remote Sign-up. Remote sign-up may be accomplished in three ways: e-mail, mail, or fax. All passenger terminals will accept remote sign-up via e-mail. (T-2).

2.28.1. When passengers utilize remote sign-up, PSAs will verify date and time of sign-up accuracy when marking present. (T-2).

2.28.2. Passenger terminals are not authorized to recommend or advertise any third party space-a sign-up service. (T-2).

2.29. Basis for Determining Date and Time of Sign-up.

2.29.1. Zulu time is used for date and time of sign-up.

2.29.2. E-mail or fax: Header data establishes date and time of sign-up. Mail: Date and time received establishes date and time of sign-up.

2.29.3. To ensure military passengers are not signed up before actual leave start in GMT date and time, PSAs should verify official start date and time on leave orders.

2.30. Space-Available Standby Register. PSAs will print or save an electronic copy of the register on a daily basis. (T-2). Once a passenger departs, their record is purged at that particular station.

2.31. Expired Leave Authorization. Military members remain in the space-a backlog while attempting to extend leave. Passengers will not be moved until leave is extended. (T-2). Leave extensions will be accepted based on verbal confirmation of the passenger. (T-2).

2.32. Unaccompanied Minors. Documentation and eligibility requirements are outlined in DoDI 4515.13. Parent or legal guardian will fill out AMC Form 1004, *Unaccompanied Minor Passenger*. (T-2). This form will be produced in triplicate (one copy to senior aircraft flight attendant, one copy to unaccompanied minor, and one copy retained in station file paperwork). (T-2).

2.32.1. Unaccompanied minors arriving from OCONUS, with a connecting commercial flight, will not be accepted for movement. (T-2).

2.32.2. PSAs will annotate name, address, and phone number of the individual meeting the minor on the manifest. (T-2). Automated stations enter "UNAC MINOR" in "Special Remarks for Closeout Status Report" field in the passenger check-in window and include the report in the mission flight package. (T-2).

2.32.3. Dependent minors are not authorized to escort minor siblings. (T-2).

2.32.4. Unaccompanied non-Defense Enrollment Eligibility Reporting System minors are not authorized to travel space-a. (T-2).

2.33. Mark Present. All passengers competing for a seat must be marked present at beginning of roll call. (T-2). Passengers may be marked present up to 24 hours prior to roll call. PSAs will ensure all required travel documentation is verified accurate in automated manifesting system. (T-2).

2.34. Space-Available Roll Call. Space-a roll call is the beginning of the selection process in which eligible passengers, in each category, are selected by date and time of sign-up for a particular flight. PSAs will make an announcement reminding passengers to mark themselves present and ensure they are travel ready before attending roll call. (T-2). All passengers are required to be travel ready at start of roll call. (T-2). To be considered travel ready, passengers must have all required documentation, baggage and accompanying family members present. (T-2).

2.34.1. PSAs will provide an introductory briefing to passengers at the beginning of the space-a roll call. (T-2). This briefing should provide name and rank of the PSA conducting the call, mission number, and flight destinations. PSAs will select passengers by category and date and time of sign-up. (T-2). Provide unique mission and limited support location briefings, as applicable.

2.34.2. Those passengers not marked present must wait until all other passengers marked present at the beginning of roll call have been afforded the opportunity to compete for open seats. (T-2). All passengers traveling must be assigned a seat. (T-2). If unused seats remain when roll call is complete, begin a new roll call starting with category I. (T-2). Regardless of the current category being selected, category I passengers must be considered at any time during the selection process. (T-2). When additional seats are released, the space-a roll call will continue where it previously ended. (T-2). Note: If eligible passengers were passed over (i.e., due to size of family and available seat release), additional seats will be offered to the family if they can be accommodated. (T-2).

2.34.3. Space-a passengers will not be removed for other space-a passengers. (T-2).

2.34.4. If a mission changes destination during roll call, the PSA must start over. (T-2).

2.35. Space-Available Upgrade. Priority of movement may be upgraded in accordance with DoDI 4515.13.

2.36. Unique Mission Briefing. PSAs must ensure passengers are aware of any operational circumstances that may cause passenger discomfort or apprehension. (T-2). Brief passengers prior to selection on the following: Low-level training, air refueling, unpressurized aircraft, engine running on/offload, in-cabin weapons, hazardous or dangerous cargo when a passenger deviation is required, human remains on board, prisoners with guard escort, etc. (T-2).

2.36.1. Limited Support Locations. Passengers will be briefed if aircraft is destined to any location that has limited support. (T-2). Passenger terminal personnel, in coordination with ATOC, will contact location(s) if unfamiliar with support capability to brief passengers of any limited support (e.g., no passenger terminal, limited transportation, or billeting). (T-2)

2.36.2. Dispatch will annotate AMC Form 229, *Passenger Service Flight Folder* and notify ATOC for annotation on the Mission (Aircraft) Ground Handling/Movement Record when unique and limited support briefings are complete. (T-2).

2.37. Seat Refusal. Prospective passengers may refuse a seat on any aircraft after receiving the “Unique Mission Briefing” or “Limited Support Locations.” Passengers will not lose date and time of sign-up. (T-2).

2.38. Virtual Roll Call (VRC). VRC is an optional program. Only missions with a firm seat release are VRC eligible and does not include PE, Operational Support Airlift (OSA), and Aeromedical Evacuation (AE) missions. (T-2). VRC show time begins five hours prior to departure. (T-2). A VRC guide is available on AMC/A4T SharePoint®.

2.39. Passenger Check-in. Passengers will not be checked in for round trip travel. (T-2).

2.39.1. Passenger check-in counters will open at least six hours prior to scheduled departure for commercial contract and pre-manifested flights. (T-2).

2.39.2. Passengers should be processed within an average of five minutes after presenting themselves at the check-in counter.

2.39.3. Open additional passenger check-in counters, if available, when passengers stand in line longer than 15 minutes waiting to process.

2.39.4. ID cards may be used at check-in to expedite the data input. PSAs will prepare and issue passenger boarding passes, assign seats, and brief passengers on flight information. (T-2).

2.39.5. PSAs will collect all applicable travel fees. (T-2).

2.39.6. PSAs will collect travel orders from passengers and file with station package. At automated passenger terminals, ensure data on check-in screen is identical to travel order. (T-2).

2.39.7. Travel orders will not be collected from dedicated space-r passengers listed on unit-provided passenger listings (e.g., automated manifesting system importable manifest (X-man, MAPM-T or DD Form 2131)), or advance listings from airlift validators. (T-2). Funding is provided from a central source and not individually billed accounts. The following is a list of the most common dedicated passenger mission types:

2.39.7.1. Joint Airborne/Air Transportability Training (JA/ATT) – A DoD regulated, Joint Chiefs of Staff directed, Air Force managed and funded program designed to provide airborne and proficiency continuation training in a joint environment.

2.39.7.2. Special Assignment Airlift Mission (SAAM) – Mission operated by AMC (other than the 89 AW), which requires either a special pickup or delivery at points other than those established within the AMC route structure; or requirements for movement within this structure that requires special consideration because of the number of passengers, weight, size of cargo, urgency or sensitivity of movement, or other special factors. For non-billable SAAM/contingency operations CICs, refer to [Table 2.1](#)

2.39.7.3. Aeromedical Evacuation (AE) Missions – Provide fixed-wing movement of patients requiring supervision by Aeromedical Evacuation personnel to locations offering appropriate levels of medical care.

2.39.7.4. Special Airlift Mission (SAM) – Missions operated by aircraft assigned to the 89 AW in support of the special airlift requirements of the DoD.

2.39.7.5. Operational Support Airlift Missions – Missions are movements of high priority passengers and cargo with time, place, or mission-sensitive requirements. Operational support airlift aircraft are those fixed-wing aircraft acquired and/or retained exclusively for operational support airlift missions, as well as any other DoD-owned or controlled aircraft, fixed- or rotary-wing, used for operational support airlift purposes.

2.39.7.6. Contingency & exercise missions support the sustainment operations of a Joint Chief of Staff designated contingency. Combatant commands or service headquarters identify contingency airlift channels for USTRANSCOM validation.

2.39.7.7. Training Missions – Missions to provide essential training for operational personnel and to ensure the capability to meet approved requirements for military capability.

2.40. Checked Baggage Processing. Refer to [paragraph 2.107](#)

2.41. Data Collection Requirements at Check-in.

2.41.1. Emergency Point of Contact (EPC) Information. PSAs will solicit EPC information from each passenger for all DoD missions in accordance with DoDI 4500.57. (T-2). The sole purpose for this information is to notify the EPC in the event of an unfortunate circumstance. Request name and phone number of a person not traveling with the passenger. In the event a passenger refuses to provide EPC, annotate the remark section within passenger check-in screen reflecting refusal to provide required EPC. (T-2). If EPC is already in the automated manifesting system, validate with passenger at check-in. (T-2). At manual locations, provide DD Form 2131, to collect required data. Only authorized EPC entries are: Contact Information or “Declined.” (T-2).

2.41.2. Customs and Border Protection (CBP) Data. CBP require advance notification of all passengers departing the United States and arriving from OCONUS with an ultimate destination in the Customs Territory of the United States (CTUS), the District of Columbia, Puerto Rico, Guam, and US Virgin Islands, on all DoD missions in accordance with 19 Code of Federal Regulations (CFR) 122.49a, *Electronic Manifest Requirement for Passengers Onboard Commercial Aircraft Arriving in the United States*. PSAs will collect passenger data required for CBP in accordance with DoDD 4500.09, *Transportation and Traffic Management*, DTR 4500.9-R, Part I, *Passenger Movement*, and DTR 4500.9-R, Part V, *Customs*. (T-0).

2.41.3. PSAs will file one copy of Immigration and Naturalization Service (INS) report, from the automated system, in the mission flight package. (T-2). At non-automated passenger terminals, PSAs will annotate a copy of the manual manifest with the appropriate data. Include one copy in the mission flight package, in accordance with DTR 4500.9-R, Part I, prior to departure, but not later than 60 minutes after aircraft departure, the transmit completed manual manifest to AMC via e-mail. (T-2).

2.42. Group Travel. Group leader or team chief may check-in all members, provided all required travel documentation, body weight, and weight of all hand carried items is available.

2.43. Weights. Actual weights will be used for all passengers and baggage on DoD aircraft. (T-2). PSA must ask each traveler for body weight and carry-on baggage weight to determine total body weight. (T-2). Baggage scales will be calibrated and certified using the appropriate calibration authority and interval in accordance with Technical Order 00-20-14-WA-1, *Air Force Metrology and Calibration Program*. (T-2).

2.44. Meals.

2.44.1. Requesting, issuing, handling, and control of in-flight meals will be in accordance with AFMAN 34-240, *Food Service Program Management*. (T-2). Meal requirements on PE will be in accordance with performance work statement (PWS) for airlift services in the International Airlift Contract between the government and an air carrier to provide transportation for DoD sponsored traffic and as clarified in this volume. (T-2).

2.44.1.1. The unit being airlifted will collect money for meals prior to on load for deployment and redeployment missions. (T-2). PSAs will ensure all funds are received before transferring meal request to food services along with a signed AF Form 79, *Head Count Record* (instructions available on AMC/A4T SharePoint®). (T-2). The listing will contain names of all passengers not on basic allowance for sustenance (group travel status) that are authorized to receive a government meal at no charge. (T-2). The other listing will contain names of all passengers on basic allowance for sustenance (per diem status or leave) that pay for meals. (T-2). Both listings will be certified by the troop commander or designated individual for the mission. (T-2).

2.44.1.2. If the originating station of SAAM or exercise mission does not have food services capability and meals are overpacked from another station, the PSAs will annotate the two listings provided by the troop commander for the mission with the following statement: “Monies collected at (name of station)” or “Meals overpacked at (name of station)”. (T-2). This information can be obtained from the aircrew member and will be utilized by the change fund custodian when preparing DD Form 1131, *Cash Collection Voucher*. (T-2).

2.44.1.3. Forward two listings to the food services attached to AF Form 79 for the business day. In-flight meal collections on missions supporting the President or the Vice President of the United States will be in accordance with AFMAN 34-240. (T-2).

2.44.2. Meals. Meals made available for passengers on DoD aircraft and when these meals will be offered are as follows:

2.44.2.1. When meals are available from food services.

2.44.2.2. On PE missions passengers may request special meals through the TOs at the time of reservation via automated manifesting system or by corresponding directly with the departing terminal NLT 48 hours prior to departure. PSAs will forward all requests to the air carrier NLT 48 hours prior to aircraft departure. (T-2). The special meal report will be automatically generated when the flight is set up. (T-2). If terminals do not set up missions 48 hours prior, PSAs may pull the special meal report from the automated manifesting system passenger reports module to notify the carriers.

2.44.3. Meals Purchased by Contract Carriers. When in-flight meals are sold to contract carriers, follow these procedures:

2.44.3.1. Food services will establish meal prices annually with the Office of the Secretary of Defense Comptroller and guidance issued by the AF Food and Beverage Operations Division (AFSVA/SVOF).

2.44.3.2. PSAs must use a separate AF Form 79 for contractor transactions with military in-flight meal requests. (T-2). PSAs will annotate “Meals Sold to Contract Carrier” clearly near the center of the AF Form 79. (T-2). In the “Type Flight Meal Desired” column, PSAs will enter the type of meal ordered. In the “Reimbursable Rate” column, enter the appropriate costs (basic plus surcharge from local food service).

2.44.3.3. Funds collected from the sale of in-flight meals to contract carriers will be deposited with accounting and finance officer on a separate DD Form 1131. (T-2).

2.44.4. Complimentary Transportation Working Capital Fund (TWCF) Snack/Beverage Service. Complimentary snacks/beverages from food services, paid for by TWCF (refer to Fiscal Year TWCF General Guidance), will be provided to all passengers on a no-charge basis. (T-2). Complimentary snacks are not to be provided in lieu of a meal. Food service will issue sufficient quantity of bulk coffee, creamer and sugar to meet mission requirements. (T-2). Note: Coordinate with the resource advisor and food services to establish a miscellaneous obligation reimbursement document (MORD) to ensure payment of TWCF snacks.

2.44.4.1. PSAs will coordinate for TWCF snacks to be provided on the following missions:

2.44.4.1.1. TWCF scheduled channel missions or ANG/AFR aircraft flying TWCF missions. (T-2). Channel missions move passengers and cargo over established worldwide routes served by scheduled DoD aircraft or commercial contracted aircraft under USTRANSCOM and scheduled by AMC.

2.44.4.1.2. On aeromedical evacuation flights operating CONUS-OCONUS and OCONUS-OCONUS. (T-2). Do not provide snacks for patients.

2.44.4.1.3. Any SAAM, contingency, or training mission when seats are released for the movement of passengers. (T-2). Only provide snacks to passengers not associated with the SAAM, contingency, or training mission. (T-2).

2.44.4.2. TWCF snacks are NOT authorized on the following:

2.44.4.2.1. 89 AW flights, special airlift mission (SAM).

2.44.4.2.2. Flights within the CONUS.

2.44.4.2.3. SAAM, contingency, and training missions, except as noted in [paragraph 2.44.4.1.3](#)

2.44.4.2.4. Other aircraft providing opportune airlift, non-scheduled channel missions that offer space for passengers, cargo, and/or mail to the TWCF.

2.44.4.3. PSAs will coordinate the following complimentary beverages on non-TWCF channel missions:

2.44.4.3.1. Coffee (cream and sugar) or tea (hot or ice). (T-2).

2.44.4.3.2. If coffee is required in cans or pouches, sugar and cream must be requested and entered as separate requirements on AF Form 79. (T-2).

2.44.4.3.3. When locations do not have complimentary snacks/beverages capability, the last location providing this service will overpack complimentary snacks/beverages for those stations. (T-2). Base quantity on projected passenger load for those stations.

2.44.4.3.4. When beverages and fruit juices are authorized by food services, place onboard in the following quantities:

2.44.4.3.4.1. Missions with an in-flight duration of five hours or less will carry 12 ounces of water, carbonated/non-carbonated beverage/fruit juice or a combination of each, for each passenger. (T-2).

2.44.4.3.4.2. Missions with an in-flight duration exceeding five hours will carry 18 ounces for each passenger. (T-2).

2.44.4.4. PSAs will follow procedures to document all complimentary snacks and beverages as follows:

2.44.4.4.1. Enter request as a line entry on same AF Form 79 used for in-flight meals. If local food service required, list TWCF purchases (snacks/beverages) on separate AF Form 79. (T-2).

2.44.4.4.2. In column "D," enter the following statement: "Record in TWCF RC/CC XX2V90" (contact the local financial management office for RC code to replace XX). (T-2).

2.44.4.4.3. At non-AMC locations with a passenger terminal activity, squadron commander will ensure the host base budget officer, accounting and finance officer, and food service officer are furnished this instruction to establish billing point information. (T-2).

2.44.4.4.4. At locations where a TWCF funding activity is not available, the passenger activity (or aircrew if no passenger activity exists) will identify the appropriate billing address for snacks/beverages required to support TWCF passenger airlift to the local food services. (T-2). The correct billing address is the accounting/finance office of the aircraft's home station, the base to which an aircraft is assigned.

2.44.4.5. Locations originating snack and beverage service will provide the aircrew member with two blank AF Form 129, *Tally In-Out*, to facilitate turn in of unused items. (T-2). At locations where there is Fleet Services, they will account for unused items and return items to inflight kitchen. (T-2).

2.45. Overpacked In-flight Meal Service for Transportation Working Capital Fund (TWCF) Channel Missions. When TWCF scheduled channel passenger/dual configured missions require overpacking of meals, the following procedures will apply:

2.45.1. Passenger service will receive all necessary information pertaining to configuration of the aircraft/number of seats available on the mission from ATOC. (T-2).

2.45.2. Passenger Service will:

2.45.2.1. Request the number of meals to be overpacked from the flight kitchen. Base this request on number of seats available on the mission and flying time. (T-2).

2.45.2.2. Coordinate with ATOC and food services to adjust the meal request based on the number of meals normally consumed on previous missions over the same route. (T-2).

2.45.2.3. Enter the overpack request as a line entry on the same AF Form 79 used for other meal requests. (T-2).

2.45.2.4. At locations when overpacked meals are sold, provide the aircrew with one copy of AF Form 79. (T-2).

2.45.3. Procedures for selling and collecting overpacked flight meals:

2.45.3.1. At locations with an accounting and finance office or financial services office (FSO) or Navy disbursing office (NDO), the PSAs at stations where meals are not available will:

2.45.3.1.1. Annotate file copy of passenger manifest with the following information: "Meals overpacked at (station three letter code)." This information can be obtained from aircrew and will be used by the change fund custodian when preparing DD Form 1131. (T-2).

2.45.3.1.2. Deposit all funds collected for in-flight meals with the local FSO/NDO. Prepare DD Form 1131 in six copies or Navy Comptroller (NAVCOMPT) Form 2277, *Voucher for Disbursement and/or Collection*, in nine copies and include the following statement: "Funds collected at (station three letter code), meals overpacked at (station three letter code)." Deliver all copies of DD Form 1131 to the local FSO/NDO where two copies will be authenticated, one will be retained as the passenger service file copy and the second will be sent to the food services office of location having provided overpacked meals. (T-2).

2.45.3.2. At locations without an FSO/NDO or in-flight meal availability, PSAs will:

2.45.3.2.1. Count cash and/or checks and verify total collections against total receipts. (T-2).

2.45.3.2.2. Complete AF Form 1305, *Receipt for Transfer of Cash and Vouchers*, in two copies. Enter the amount of cash and/or checks to be transferred. (T-2). The aircrew sign AF Form 1305 accepting responsibility for the funds collected.

2.45.3.2.3. Include at the bottom of each originating manifest: paid meals, no charge meals and the number of meals required for passengers on this manifest. (T-2).

2.45.3.2.4. Place the cash collection, a copy of AF Form 79, and a duplicate copy of AF Form 1305 in an envelope. Turn it over to the aircrew to be turned in to food services at the terminating and/or enroute remain overnight location. (T-2).

2.45.3.2.5. Provide a copy of the manifest with "FREE/PAID/NONE" annotated as appropriate by each name on the manifest. (T-2).

2.45.3.2.6. Attach the original copy of AF Form 1305 to AMC Form 148 Series, *Boarding Pass/Ticket/Receipt*, and file the complete package in passenger service. (T-2).

2.45.4. In order to avoid the destruction of flight meals due to United States Department of Agriculture (USDA) requirements, overpacking location will develop written procedures for storing, controlling, and accounting for unused, overpacked in-flight meals offshore. (T-2).

2.46. Overpacked In-flight Meal Service for Special Assignment Airlift Mission (SAAM)/Exercise Missions. When overpacked meals are required, the following procedures will apply:

2.46.1. Respective AOC inputting mission remarks will include guidance in the original SAAM set-up message, and ensure the user is informed of the information.

2.46.2. Terminals will require the troop commander or designated individual, to collect payment for meals prior to onload. (T-2). Funds will be turned over to aircrew along with listings. (T-2). One listing will contain names of all troops not on basic allowance for sustenance (group travel status) authorized to receive a government meal at no charge. The other listing will contain names of all troops on basic allowance for sustenance (per diem or leave) paying for a meal. (T-2). Both listings will be certified by the troop commander or responsible individual for the mission. (T-2).

2.46.3. In order to avoid the destruction of flight meals due to United States Department of Agriculture (USDA) requirements, overpacking location will develop written procedures for storing, controlling, and accounting for unused, overpacked in-flight meals offshore. (T-2).

2.47. In-flight Meal Schedule, Complimentary Snack and Beverage Service.

2.47.1. PSAs will use the following information as a guide to determine when flight meals are to be offered and charged to passengers on DoD aircraft and when complimentary snacks and beverages (paid by the TWCF) are to be served to passengers:

2.47.1.1. In-flight snack meals may be offered at any time.

2.47.1.2. Complimentary beverages are served regardless of segment duration. (T-2).

2.47.1.3. Segments in excess of seven hours require two meals to be offered, complimentary snacks and beverages will be served. (T-2).

2.47.2. Aircraft without an air transportable galley/lavatory (ATGL), offer one sandwich meal and one meal-ready-to-eat. For mission delays under three hours, use original meal scheduled on departure. For mission delays over three hours, coordinate with food services to determine if replacement meals will be required. (T-2).

2.47.3. Advise travelers of available food and drink establishments accessible during delays. (T-2).

2.47.4. When an unusual flight schedule precludes meeting above requirements, appropriate deviations may be approved by passenger terminal leadership.

2.48. In-flight Meal and Snack Meal Charges. Use [Table 2.2](#) to determine meal and snack charges.

Table 2.2. Meal Charge by Traveler Type.

TYPE OF TRAVELER	CHARGE FOR MEAL	CHARGE FOR SNACK MEAL
Officers permanent change of station (PCS)/TDY/leave	yes	yes
Enlisted PCS/TDY/leave	yes	yes
Officer, enlisted TDY (group travel status)	no	no
Enlisted on pass receiving basic allowance for sustenance	yes	yes
Enlisted on pass not on basic allowance for sustenance	no	yes
Dependents	yes	yes
Civilians/foreign nationals/retired	yes	yes

2.49. Meal Refunds. Reference [paragraph 2.104](#) for refund instructions.

2.50. Seat Assignment Policy. At automated locations, a PE seat map must be assigned at originating location and used throughout entire mission route. (T-2). Enroute locations should contact the originating location for adjustment to the assigned seat map. When aircraft configured with business or first class seats, give priority to special category passengers. DVs will be seated in first two rows when PE aircraft do not have first class or business class seating. (T-3). Any remaining seats are on a first-come, first-serve basis.

2.51. Emergency Exit Seats. PSAs will ensure passengers seated in an emergency exit row are aware they must be physically capable and willing to assist aircrew during aircraft evacuation and be 15 years of age or older. (T-2).

2.52. Boarding Pass. The PSA records appropriate information listed on the boarding pass at non-automated locations. Passenger's line number is entered in the top left-hand corner on the boarding pass. Spell out passenger's final destination. (T-2). Brief passengers on departure time and boarding gate number and provide baggage claim stubs, if baggage was checked. (T-2).

2.53. Dispatch. Maintains information on all aircraft arrivals and departures, receives mission set-up and seat release, maintains passenger rehandled workload forms, dispatches vehicles, informs leadership, and advises passenger ground services personnel on mission requirements.

2.53.1. At automated locations and non-automated locations, the dispatcher will prepare a flight package consisting of a passenger service flight folder using AMC Form 229, DD Form 2131, and/or pre-manifest. (T-2). Assign manifest number in accordance with [Chapter 3](#).

2.53.2. The dispatcher will complete flight packages and deliver to Data Records within three duty days of aircraft departure. (T-2). When orders are missing, provide documentation in accordance with [Chapter 3](#). Relay changes to shift supervisor.

2.53.3. The dispatcher will provide PSAs with type of meals being offered prior to processing passengers. (T-2).

2.53.4. The dispatcher will provide food services and Fleet Service with a tentative meal order at flight setup time but, NLT three hours prior to scheduled departure time. (T-2).

2.54. Flight Close-out. The dispatcher will total all meals and inform food services and Fleet Service of final meal order. (T-2). Initials and times are annotated in Sections III and IV of AMC Form 162, *In-flight Meal Supplement Worksheet*. The shift supervisor will ensure information on top portion of AMC Form 162 is transferred to AF Form 79 before the shift is relieved of duty. (T-2). Management will adjust meal order timeline based on requirements or sequence of events. (T-2).

2.54.1. The dispatcher will pass final meal orders to food services NLT two hours prior to pick-up. (T-3).

2.54.2. If passenger screening, transporting, manifesting, boarding, baggage handling, or processing is re-accomplished, the passenger dispatch section will complete AMC Form 108, *Passenger Rehandled Workload*, to reflect additional workload (refer to [Chapter 3](#), for additional information). (T-2).

2.54.3. Dispatch will pass final passenger, baggage weights and totals to COR or ATOC. Include total number of space-r, space-a, special category, and total number off next location. (T-2). The dispatcher will provide aircraft copies of manifest to gate agent. (T-2). At automated locations, the dispatcher will give the "Close Out Status Report" to ATOC as soon as possible after flight closeout. (T-2). The dispatcher will ensure an adequate number of manifest copies are prepared to meet the needs of all downline locations and any additional copies required by local border clearance agencies. (T-2).

2.54.4. Use AMC Form 79, *Passenger Information Envelope*, or locally produced passenger manifest package to provide information to aircrew. The dispatcher will provide the following information as a minimum:

2.54.4.1. Mission and tail number. (T-2).

2.54.4.2. On, in-transit and total number of passengers. (T-2).

2.54.4.3. Waiver number (if applicable). (T-2).

2.54.4.4. Total special meals. (T-2).

2.54.4.5. Passenger breakdown (civilian, foreign nationals, children, infants and DVs) on board. (T-2).

2.54.4.6. Remarks, DV requirements; identify passengers with disabilities or unique situations prior to boarding. (T-2).

2.54.4.7. Sufficient number of passenger manifests. (T-2).

2.54.5. Delayed departure. When an aircraft departs after its scheduled departure time. (T-2).

2.54.5.1. Military Aircraft Delayed Departure – A reportable delay occurs when the mission departs more than 14 minutes after scheduled takeoff time. (T-2).

2.54.5.2. Commercial Aircraft Delayed Departure – A reportable delay occurs when the mission blocks out one minute or more past scheduled departure. (T-2).

2.55. Special Category Passengers.

2.55.1. Distinguished Visitor (DV). DVs are defined in AFI 34-1201, *Protocol*. When mission requirements permit, provide DVs the option to board or deplane aircraft before or after other passengers. Dispatch will pass DV codes and requests to ATOC. (T-2). Go to the TRANSCOM Reference Data Management (TRDM) website for the most current version of very important person (VIP)/DV codes. ATOC will include this information in the Mission Load Report (MLR). (T-2). NOTE: Members traveling with DVs as part of the official party will be identified at time of check-in and may be afforded the same privileges as the DV if capability exists. (T-2). Dispatch will relay any requests or special needs to ATOC to be entered in the MLR. (T-2). PSAs will notify aircrew when boarding these passengers. (T-2).

2.55.2. Blue bark, coin assist, human remains escorts, Medal of Honor recipients, and next of kin of very seriously ill, will be afforded DV privileges. (T-2).

2.55.2.1. Next of kin of very seriously ill is determined by local medical personnel involved with the care of the ill member or a Red Cross message. Passenger terminal personnel will be provided documentation (e.g., travel orders, invitation travel orders, message traffic, line of accounting) to validate DV privileges.

2.55.2.2. Blue bark are US military personnel, US citizen civilian employees of the DoD and dependents of both categories when travel is as a result of the death of an immediate family member. It also applies to escorts for dependents of military members traveling under orders issued pursuant to the Joint Travel Regulation.

2.55.2.3. Coin assist designates the space-a travel of spouses, accompanying children, and dependent parents of military personnel reported missing in action or captured. This travel is for humanitarian purposes and is allowed on approval of the Army Chief of Staff; USAF Chief of Staff; Chief of Naval Operations; or the Commandant of the Marine Corps.

2.55.3. A Stowaway is an unauthorized person aboard an aircraft not listed on flight manifest. If necessary, ask for security forces assistance to remove suspected stowaway. Contact immigration and customs inspectors, if applicable. (T-2).

2.55.4. A denied entry passenger is a person who fails to meet border clearance requirements and refused entry into a country. Passenger must be returned to origin or nearest location where they can obtain proper border clearance documents. (T-1). Return air transportation must comply with time limitations established by country refusing entry. (T-1). Space-r passengers will utilize unit CIC and space-a passengers are responsible for all fees associated with return travel. Dispatch will notify ATOC for inclusion in MLR. (T-2).

2.56. Travel Aboard Foreign Aircraft. US military personnel, in both space-required and space-available status, may travel on foreign military aircraft when approved under the terms of an official cooperative military airlift agreement, acquisition and cross-servicing agreement, and/or implementing arrangement (IA) with a partnering country. USTRANSCOM/JA is the primary point of contact to obtain information on all current and active agreements. Foreign military aircraft used to transport DoD personnel are subject to the airworthiness requirements of DoDD 5030.61, *DoD Airworthiness Policy* and Office of the Secretary of Defense (Acquisition, Technology & Logistics) Implementation Guidance on Flight in Foreign-Owned Military Aircraft; contact the USAF Airworthiness Office at USAF.Airworthiness.Office@us.af.mil for

information on how to meet requirements. Space-r/a personnel may travel on North Atlantic Treaty Organization Heavy Airlift Wing aircraft when mission is displayed in the Global Decision Support System (GDSS). This system is a unit and force-level planning, scheduling and tracking tool for all DoD organic and contracted missions. (T-2).

2.57. Unique Passengers.

2.57.1. Passengers with Disabilities. Validate with ATOC or COR to ensure aircraft configuration provides proper access and safe transport of passengers with disabilities on all stops along a particular mission. (T-2). Assistance for passengers with disabilities depends largely on the degree of mobility and type of aircraft (e.g., if selected for a C-5 mission and the passenger can, with minimal assistance, negotiate the internal stairs, passenger can travel). Once determined as acceptable, the passenger terminal will advise the ATOC or COR when a passenger with special needs (e.g., wheel-chair assisted) is selected for a flight. (T-2). When operational or equipment limitations preclude serving passenger with disabilities, terminal management will ensure the passenger understands why air transport is not possible. (T-2). Passengers should be boarded early, preferably in the best seat available to meet the needs of the passenger, and be assisted by passenger terminal or aircrew personnel to ensure safety during passenger movement operations.

2.57.2. Movement of passengers who cannot be safely restrained in a single aircraft seat using a single seatbelt, will not be accepted for travel due to safety considerations. (T-2). Passenger procured FAA-approved seatbelt extensions are authorized on aircraft equipped with airline-type seating. PSAs will advise passenger that there are varying types of seatbelt extension requirements (i.e., Type A or Type E4 certified) and if passenger cannot be safely restrained in the aircraft seat, they will be removed from mission. (T-2).

2.57.3. Prisoners and Guards. Prisoners requiring armed guards are only moved on organic missions and will be seated before any other passengers are loaded. (T-2). On arrival, all passengers will be downloaded before prisoners and guards. (T-2). When prisoners and armed guards are on board the aircraft, passengers may choose to decline seats without penalty. Dispatch will notify ATOC when prisoners are manifested to ensure notification to downline locations and information is included in MLR. (T-2). Prisoners with unarmed escorts or traveling on their own recognizance can be moved with no special loading procedures.

2.58. Passenger Screening. Screen all passengers and carry-on baggage before entering the sterile gate area using screening equipment. (T-0). Refer to TSA Prohibited Items List located on TSA.gov website.

2.58.1. Request passengers remove all metal objects from pockets. PSA will determine if outer garments require removal. (T-2). All items will be sent through the X-ray machine. (T-2). If items may be damaged by X-ray machine or machine is inoperable, conduct visual inspection. (T-2).

2.58.2. Passengers are not required to remove footwear. If wearing steel-toed boots, use a hand-held wand without having passenger remove footwear. However, at any time the PSA may ask the passenger to remove footwear for physical examination.

2.58.3. Passengers proceed through the metal detector. If the alarm activates, passenger will be asked to back out of metal detector and check for additional metal items then proceed back through the metal detector again. (T-2). If alarm activates a second time, passenger will undergo additional screening with hand-held wands. (T-2). PSAs will request passengers step to the side to receive additional screening. (T-2). Passenger will be asked to stand with feet apart and arms raised parallel with floor while the screener passes the wand over the entire body without touching the passenger. (T-2). If the hand-held wand alarm activates, the passenger will be asked to identify cause of the alarm and remove item accordingly. (T-2). When circumstances warrant physical inspections, security forces personnel will be contacted for assistance to complete the inspection. (T-2).

2.58.4. For specific screening instructions for passengers with disabilities, refer to the TSA.gov website concerning individual, associated equipment, mobility aids, and devices.

2.58.5. Mobility Mission Screening Requirements. Passengers on contingency, SAAM, or other mobility missions will follow requirements outlined in DTR 4500.9-R, Parts I and III. (T-0).

2.58.6. Troop commanders are responsible for verifying the screening requirements outlined in DTR 4500.9-R, Part III. (T-0). Upon request, passenger terminals with screening capability (i.e., equipment in place), may assist troop commanders to meet passenger screening requirements.

2.58.7. PSAs will ensure troop commanders brief troops under their control regarding local restrictions and conduct at enroute stops. (T-2). Troop commanders ensure troops are aware that once they leave the sterile gate or terminal area, they will be required to reenter through security screening checkpoint(s) and comply with local requirements (TSA in CONUS or similar agencies OCONUS) regarding restricted or prohibited items allowed in aircraft cabin.

2.58.8. When authorized to carry firearms, the troop commander will confirm all firearms are unloaded and brief the passengers they must retain positive control over firearm at all times. Passengers are not required to be segregated from other passengers and may have access to terminal facilities.

2.58.9. For direct-to-aircraft passengers (e.g., DVs and Secret Service), the aircraft commander or designated representative will ensure all eligible passengers comply with TSA requirements. PSAs will request a copy of passenger manifest, signed by aircraft commander or designated representative, certifying passengers comply with all screening requirements. (T-2).

2.58.10. Specific personnel are exempt from screening due to the nature of duties or travel status. In these cases, silence metal detector as individuals pass through.

2.58.10.1. Secret Service, Federal Bureau of Investigation, military special investigative personnel, military police, security forces, local law enforcement, and drug enforcement officials supporting an administrative airlift movement upon presentation of appropriate identification.

2.58.10.2. Armed aircrew must identify themselves to a PSA upon arrival at screening checkpoints. (T-0). This can be accomplished by one aircrew member presenting a valid set of orders requiring the aircrew to be armed or military ID card and conceal carry authorization documentation. After verification they may proceed through the magnetometer without removing objects from pockets, preventing passengers from determining which members are armed. In these cases, silence the metal detector as individuals pass through.

2.58.11. Courier material is material accepted by DCS for movement under escort and will not be subject to X-ray or any other examination. (T-2). When processing through passenger terminal, personal baggage and equipment are subject to all inspection requirements. Couriers must provide the following: (1) agency ID media; (2) government issued photo ID; and (3) courier authorization document.

2.59. Carry-on Baggage Screening. PSAs will screen all carry-on baggage in the presence of the owner when entering the sterile gate area. (T-2). Honor passenger's request to have carry-on items inspected visually in lieu of X-ray; PSAs will open and inspect the bag while the passenger observes. If baggage is determined to contain a questionable item, PSAs will open bag for further inspection. If an undeclared weapon (e.g., firearm, knife) is found during screening, do not return bag to passenger, notify terminal supervisor. Terminal supervisor will take possession of the bag containing the weapon and question passenger to determine if it meets requirements for shipping in checked baggage. For properly documented firearms that meet movement requirements, allow passenger to place in checked baggage. If firearm is not properly documented, notify Law Enforcement/Security Control Center and follow directions.

2.60. Arrival and Departure Operations. PSAs will gate, load, unload, and conduct applicable announcements for passengers (refer to [Attachment 2](#)). (T-2).

2.60.1. Departures. Check passenger ID against boarding pass and manifest when entering gate area. (T-2).

2.60.2. Offer hearing protection to passengers prior to entering flightline area. (T-2).

2.60.3. On military aircraft, brief loadmaster or boom operator using Passenger Load Information Status Report or locally produced report to identify passengers with disabilities or unique situations prior to boarding. (T-2).

2.60.4. Perform a head count to ensure total number of passengers manifested equal total number of passengers boarded. (T-2). Reconcile any discrepancies.

2.60.5. PSAs will notify dispatch of any last minute add-on or changes accomplished at departure gate.

2.60.6. PSAs will legibly print his or her name below signature on manifest to indicate passenger screening and baggage checks were conducted. (T-2). The following statements require signatures:

2.60.6.1. "I certify all originating and in-transit passengers and carry-on baggage that processed through this passenger terminal were checked to ensure weapons and unauthorized hazardous materials were not carried aboard the aircraft."

2.60.6.2. “A boarding pass has been issued to each passenger that processed through the passenger terminal. Total passenger and baggage weights of these passengers are certified as correct.”

2.60.6.3. For troop movements: “I certify that no unauthorized weapons, ammunition, explosive devices, or other prohibited items are in possession of personnel for whom I am the designated manifesting representative or troop commander, and that authorized weapons have been cleared.”

2.61. Customs Documentation on Organic Aircraft. OCONUS locations will provide US CBP Form 6059B, *Customs Declaration*, for originating and in-transit passengers on organic aircraft destined to CONUS locations, to include Alaska and Hawaii. (T-2). PSAs will provide customs forms to aircrew in passenger manifest package at time of briefing. (T-2). PSAs will provide at least one form for each family or single member manifested and an additional ten percent to account for lost or incorrectly filled out forms. (T-2).

2.62. Arrival Services. PSAs will conduct announcement ([Attachment 2](#)) at the aircraft. (T-2).

2.62.1. Ensure baggage begins to arrive at the baggage claim area no later than 20 minutes after baggage is available for off-load or block-in time. (T-3). Note: This timeline will not jeopardize safety, adjust sequence of events (SOE) based on station unique requirements.

2.62.2. All passengers should be able to clear inbound immigration and border clearance agencies within 45 minutes after aircraft block-in.

2.62.3. Aircraft Quarantine Procedures. During in-flight emergencies for ill passengers, PSAs should not enter passenger compartments until cleared by proper medical authorities in accordance with base medical and/or bioenvironmental personnel.

2.63. Manifesting Procedures. The servicing passenger terminal or designated manifesting agency will manifest passengers. (T-2). If a location does not have an air terminal representative, base operations at originating and enroute stops are responsible for passenger manifesting and anti-hijacking; however, the aircraft commander is ultimately responsible in accordance with DTR 4500.9-R, Part I, Chapter 103. (T-2). Passengers will not be manifested for round trip travel. (T-2).

2.63.1. In coordination with downline locations, passengers may be manifested past stations where minor mission number changes occur. Minor mission number changes include a change in the basic mission number, 4th – 7th characters (e.g., outbound to inbound 0671 to 0672), mission suffix or Julian date.

2.63.2. Passengers will not be manifested past locations where the basic mission number (e.g., 06E1 to 06R5), changes. (T-2). Refer to MAF mission ID encode/decode procedures to determine basic mission number which can be found using the search engine on the Air Force Portal.

2.63.3. Passengers are not manifested on positioning or de-positioning legs past stations where the mission becomes active without approval from the downline station(s). (T-2).

2.63.4. PSAs will manually manifest passengers on DD Form 2131 for orientation or incentive flights in accordance with DoDI 4515.13. (T-2). Host commander or aircraft commander is responsible for vetting passengers. (T-2).

2.64. Pre-manifest. A pre-manifest is a listing of all space-r passengers currently booked on a specific mission. To prevent double booking, PSAs will lock and download pre-manifests 24 hours prior to scheduled final mission departure but no earlier than 72 hours prior. (T-2). Forward necessary copies to ATOC and dispatch NLT ten hours prior to scheduled aircraft departure. (T-2). At non-automated stations, RMRC will forward pre-manifest upon request or NLT 24 hours prior to scheduled mission departure. (T-2). Pre-manifest may be utilized as boarding manifest in event of manual processing. Once a mission is locked, PSAs will have control of the flight and may perform any booking function. (T-2).

2.65. Manifest Closeout. Manifest closeout should be no later than one hour 20 minutes prior to aircraft scheduled departure. PSAs will keep track of passengers checked in. (T-2). Every effort should be made to fill all available seats.

2.66. Boarding Manifest. A boarding manifest is a listing of all passengers manifested on aircraft. PSAs will annotate any changes occurring at the boarding gate or aircraft on all copies of the boarding manifest. (T-2). PSAs will ensure sufficient copies of manifest are available for downline stations and applicable border clearance agencies. (T-2).

2.67. Final Manifest. Incorporates any changes to the boarding manifest and is the manifest that will be submitted for final disposition.

2.68. Missing Manifests. If an aircraft arrives without a passenger manifest, search aircraft to verify non-receipt of manifest or print a copy from automated manifesting system. At non-automated locations, contact previous station for a copy of the manifest.

2.69. Passenger Processing Manual Procedures. Manual procedures are followed during automated manifesting system outages and failures. Procedures are developed by local management in the form of a DD Form 2131, X-man or MAPM-T. Terminals must ensure the automated manifesting system is updated when restored. (T-2). In the event of an entire network outage, manifests will be submitted to RMRC and automated system are updated as soon as the network is restored. (T-2).

2.69.1. Locations contact RMRC via email: ORG.AMC4-70@us.af.mil or call DSN 312-779-0045. (T-2).

2.69.2. During automated manifesting system outages, initiate trouble tickets with the system helpdesk and immediately proceed with manual operations. (T-2). In the event of extended outages, AMC/A4T Systems Data Management personnel will determine RMRC activation. (T-2). NOTE: RMRC will provide post-processing capability to passenger terminals when activated. (T-2).

2.69.3. Prior to departure, but NLT 60 minutes after aircraft departure, the completed X-man or MAPM-T spreadsheet will be transmitted to RMRC for alternate capability. (T-2). If using email, include mission number, departure date and time, aircraft type, and tail number in subject line. This spreadsheet will be maintained in the flight package at originating location. (T-2).

2.69.4. Manual Automated Manifesting System Secure Flight, eSecure Flight Alternate and Back-Up Procedures. Passenger terminals are responsible for ensuring all originating passengers are screened prior to boarding aircraft at location, in accordance with DTR 4500.9-R, Part I. (T-0). RMRC is the alternate passenger screening agency (refer to [Attachment 5](#)).

2.70. Manifesting Classified Missions and Prohibited Information. Security requirements on these missions prohibit providing names or DoD ID numbers of passengers. PSA will request a signed statement indicating number of passengers aboard, agency maintaining list of passenger names, and acknowledgement of responsibility for any border clearance requirements. (T-3). PSAs will forward information to ATOC for border clearance requirements. (T-2).

2.71. Contingency Manifesting. The manifesting agency will prepare a manifest in accordance with DTR 4500.9-R, Part I or Part III. (T-0). For contingency, JA/ATT and unit movement of troops and associated cargo that are part of a specific unit function, an importable manifest (X-man or MAPM-T) may be used. Missions with parachute jump personnel may be manifested on DA Form 1306, *Statement of Jump and Loading Manifest*, or DD Form 2131.

2.72. Space-Available Passenger Removal. When removing space-a passengers for space-r passengers or cargo, removal begins with the lowest category passenger and latest date and time of sign-up on the manifest. Passengers at enroute locations electing to continue travel to destination will be entered into the space-a backlog using original date and time of sign-up. Passengers who were selected on a subsequent roll call must be removed first. PSAs will not remove in-transit space-a passengers for other space-a passengers. (T-2).

2.73. Rotating Passengers. Space-r passengers are not rotated to accommodate other space-r passengers except when necessary to move priority 1 passengers, whose movement cannot be guaranteed within 24 hours. All available airlift must be considered, including government arranged commercial airlift, before rotating passengers. If movement cannot be guaranteed, begin rotation procedures. The following passengers will not be rotated: funded emergency leave, space-r families, members separating, prisoners, prisoner escorts, passenger pending administrative board actions, foreign nationals, reservists, and passenger on retirement orders. (T-2). Space-a passengers may be removed at any station for space-r passengers, patients, or cargo. Do not rotate category I passengers at enroute locations. (T-2).

2.73.1. Prior to rotating space-r passengers, PSAs will ask for volunteers. (T-2). If rotation of space-r passengers is still required, begin removing passengers in the following order:

2.73.1.1. Selected space-r standby passengers, (line numbers 700-799).

2.73.1.2. Port booked passengers, (line numbers 0600-0699).

2.73.1.3. Overbooked passengers, (line numbers 0500-0599).

2.73.1.4. Pre-booked passengers, (line numbers 0001-0499) that are unaccompanied military members in permanent change of station (PCS) status. The last passengers to check in will be the first to be removed.

2.73.2. Rotate gate no-show passengers (space-a or space-r) from the flight and reenter in the backlog with a new date and time of sign-up. If PSAs determine reason for missing flight was beyond passenger's control, the passenger(s) will retain original date and time of sign-up. (T-2).

2.73.3. Non-automated locations will record the time of check-in on the pre-manifest to facilitate rotating passengers, if necessary. (T-2).

2.73.4. Instances where available seats remain, but total aircraft ACL or available baggage stowage space has been reached, flight processing must be discontinued. (T-2). PSAs should monitor conditions, especially during mobilizations, exercises, and contingencies when excess baggage is authorized for deployment. Dispatch will advise ATOC, who in-turn will advise servicing AOC of situation. (T-2).

2.74. Questionable Travel. When a passenger's orders or travel documents appear to be erroneously published or falsified, travel documents (including unit letterhead memo from unit commander, orders, statements, and passenger's permanent duty address) will be forwarded to the AMC/A4TP for AMC locations or AFIMSC non-AMC locations for possible billing action. The station making determination will document the case and forward it to AMC/A4TP: org.amca4-71@us.af.mil or AFIMSC: AFIMSC.IZSL.TerminalOps@us.af.mil. (T-2). These agencies will work with MAJCOM financial management (FM) and forward documents to the respective service headquarters for necessary action. The passenger's respective service headquarters will make final determination.

2.75. Erroneously Manifested Passengers. These passengers traveled without eligibility in accordance with DoDI 4515.13. (T-2). When an error is discovered enroute, onward transportation to final destination is denied. Offer return transportation as follows:

2.75.1. Passenger will be moved on first available flight with open seats after all other passengers have been processed. (T-2). For international travel, return passenger to originating country and for domestic travel, return passenger to originating station. If passenger declines first available seat, they forfeit right for return travel on DoD aircraft. DoD is not responsible to return the passenger to originating station.

2.75.2. Terminal management will document all instances and forward to AMC/A4TP (AMC locations) or AFIMSC (non-AMC locations), and provide copies to point of origin and all enroute locations. (T-2). Document package will mirror requirements listed in [paragraph 2.74](#) (T-2).

2.76. Connecting, Remain Over Night (RON) and Delayed Passengers. Passengers will be documented by annotating station file copy of passenger manifest with statement: "Passengers on this manifest were counted and recounted as originating and terminating for the following reasons: RON, delayed or connecting." (T-2). This is done in lieu of a passenger rehandle.

2.76.1. A passenger is considered connecting if pre-manifested on a connecting mission.

2.76.2. A passenger is considered RON if on an in-transit manifest on a mission which remains overnight.

2.76.3. A passenger is considered delayed if manifested on a mission delayed for an extended period of time.

2.77. Delayed, Overflown, or Diverted Flights. Ensure timely and effective notifications, including updated information, to passengers by implementing appropriate procedures to notify passengers when mission is delayed, diverted, or cancelled. (T-2). OPSEC and social media guidelines will be adhered to when releasing and/or updating information in response to delayed, diverted, or cancelled missions. (T-2).

2.77.1. Organic Aircraft. Space-a passengers are responsible for their own meals and billets. Onward movement via the same organic aircraft is provided when the aircraft resumes its mission.

2.77.2. For PE missions, if an aircraft delay is uncontrollable to the carrier, the government will determine what type of passenger care is required. The administrative contract officer will determine if the delay is controllable to the carrier and what type of passenger care is required. Care will not be provided to passengers checked in earlier than six hours prior to original scheduled departure. (T-2).

2.77.3. Contract Commercial Aircraft. If delay is uncontrollable (e.g., weather), the carrier is not required to provide care for passengers unless requested by the contracting officer. The contracting officer is the appointed government agent authorized to award, administer contract and perform the day-to-day administration of a contract. The contracting officer is the only person authorized to contractually obligate the government. If delay is controllable (e.g., late crew show), the carrier is required to provide hot meals, billeting, and transportation to and from feeding point and billeting in accordance with airlift services in support of Civil Reserve Air Fleet (CRAF). The contract is maintained between COR and USTRANSCOM's Acquisition Branch (TCAQ).

2.77.3.1. Carrier is responsible for meals, billets, and onward movement of the space-a passengers on a mission at a location where no availability for continued DoD space-a movement exists (e.g., a mission from Ramstein Air Base, Germany destined for Baltimore-Washington International Airport, Maryland terminates at Shannon, Ireland). If termination occurs at a location where availability for continued DoD space-a exists, carriers provide onward movement for duty passengers only.

2.77.3.2. ATOC/COR will coordinate delayed passenger care with on call TCAQ POC. (T-2).

2.78. Aircraft Abort. When an aircraft aborts or returns to previous location and departs, update the header information on the boarding manifest with new departure information. (T-2). If mission aborts and cancels, PSAs will reenter the passengers into the backlog under original date and time of sign up. (T-2).

2.79. Delayed Flight Self-Removal. If an aircraft delays at originating location, manifested passengers may elect to be rotated from that mission and reenter the backlog with original date and time of sign-up for any of the destinations originally signed up. If an aircraft goes into delay at an in-transit location or aborts, manifested passengers may elect to be rotated from that mission and reenter the backlog with original date and time of sign-up for specified manifested destination.

2.80. Support for Service Members on Delayed TWCF Aircraft. Fiscal year TWCF general guidance provides guidance for payment of lodging, meals, and ground transportation. This applies to service members in a group travel status (same orders, origin, destination and no per diem authorized) who are delayed while traveling on SAAM, Joint Chiefs of Staff exercise missions, JA/ATT, and contingency missions due to weather or aircraft maintenance at enroute locations. (T-2).

2.81. Funds Management, Change Fund Custodian. Unit commanders will designate a Change Fund Custodian(s) for the passenger terminal in accordance with local FSO, and DoD Financial Management Regulation (FMR) 7000.14-R, Volume 5, *Disbursing Policy*. (T-0). The Change Fund Custodian will follow the appropriate service accounting and food service regulations, identified in [paragraph 2.82](#) (T-2).

2.82. Operating Funds. Unit commanders will ensure units obtain AF Form 79 from the Food Service Officer in accordance with AFMAN 34-240. (T-2). Units obtain operating funds from the servicing FSO as outlined in DoD FMR 7000.14-R, Volume 5. Custodians will refer to DoD FMR 7000.14-R, Volume 5, for instructions on use of AF Form 79. (T-0).

2.83. Cash Collection Voucher. The DD Form 1131 must be prepared in accordance with DoD FMR 7000.14-R, Volume 5, to account for all funds collected by terminal or gateway personnel. (T-0). Automated manifesting locations must attach a copy of the Flight Financial Report to the DD Form 1131 when submitting to finance or disbursing office. The DD Form 1131 and associated financial reports must be scanned and e-mailed within three duty days to: dfas.limestone-me.jam.mbx.twcf-amc@mail.mil. (T-0). Access the AMC/A4T SharePoint® page for TWCF cash collection procedures detailed in the Funds Custodian Training Guide.

2.84. Accounting. Space-r travel is normally billed through use of CIC, a billing address, cash, check, or credit card payment.

2.85. Non-Billable CIC. In some circumstances, passengers travel using non-billable CICs. Unit commanders must ensure these codes are not misused. (T-2). Non-billable CICs are specifically coded to prevent production of a chargeable bill from the automated system manifest.

2.86. OSA CIC Requirements. Passengers on OSA missions will be manifested if they process through a passenger terminal. In these instances, use CIC “OSA000000000000”. (T-2). OSA CIC requirements for space-r passengers not associated with that mission, but offered an open seat, will be charged using billable CIC found on travel authorization. (T-2).

2.87. Contractor Travel. Contractors require a Line of Accounting (LOA) for travel on DoD aircraft. The LOA must include contract number, name of commanding officer directing movement, phone number, unit mailing address, billing address with point of contact, and phone number. (T-2). If a contractor has a valid T-account, the CIC associated with that T-account may be used. The LOA must be signed by a contracting officer or designated representative. (T-2). Travel authorization documents must identify time period of travel as well as travel origin and destination. In accordance with DoD FMR 7000.14-R, Volume 11B, *Reimbursable Operations Policy – Working Capital Funds*, Chapter 1, paragraph 010108, contractors are encouraged to pay for flights prior to service being provided or manifested on a flight, using cash, check, and/or credit cards. Authorized contractor travel is billed at the non-DoD tariff rate. If a contractor has questions regarding DoD tariff rates for DoD missions, they may contact servicing MAJCOM/FM for assistance.

2.88. Special Account Handling (SAH). If a CIC is not provided, the billing address with point of contact and phone and fax numbers for reimbursement must be provided. (T-2). Forward one legible copy to respective MAJCOM/FM. (T-2). All locations will submit legible copies of orders for TWCF funded missions to AMC financial management. (T-2).

2.89. CICs Related to Cooperative Military Airlift Agreements, Acquisition and Cross-Serving Agreement With Implementing Arrangement. Travel by implementation of a cooperative military airlift agreement/implementing arrangement is on space-r reimbursable basis using appropriate CIC provided by 618 AOC/XOGC or appropriate MAJCOM cooperative military airlift agreement OPR.

2.89.1. Cooperative military airlift agreement, acquisition and cross-servicing agreement, or implementing arrangement passengers are granted authority to travel by message or memorandum. In the event a passenger does not possess a message or memorandum, authorization to travel must be verified through servicing AOC prior to movement. Messages should contain name, grade, passenger reservations, channel, travel purpose code, priority, passport number, and CIC. Travel priority will be 4-PT and CICs listed in [Table 2.3](#) will be used. (T-2). Note: For all foreign travelers, or when using a “W” coded CIC, collect a copy of travel orders, scan, and email to MAJCOM/FM.

2.89.2. Other Payment Methods. If CIC is not available, cash, check, credit or debit card will be accepted for payment. (T-2).

Table 2.3. Cooperative Military Airlift Agreements, Acquisition and Cross-Serving Agreement and Implementing Arrangement CICs.

Royal Australian Air Force	W009000000000000
Canadian Air Force	W003000000000000
Royal Air Force (United Kingdom)	W019000000000000
Royal New Zealand Air Force	W014000000000000

2.90. Payments for Travel. Payment for meals, excess baggage, etc., may be made using cash (US currency only), personal checks drawn on any US bank, credit or debit card. (T-2).

2.91. Accounting Procedures. Financial transaction accounting period are for 24 hours, ending as determined by passenger terminal leadership in conjunction with installation finance officer. Passenger terminal leadership, in conjunction with installation food service officer, determine meal accounting period. These accounting periods will be identified in local passenger terminal OI. (T-2). Ensure OIs contain written procedures that detail instructions issued by local base deputy disbursing officer or comptroller. The respective headquarters will provide accounting citations or LOAs via message to respective passenger terminals. (T-2).

2.92. Overages. Overages will be credited to receipts-of-the-day and not the change fund. Only overages that cannot be traced to a specific passenger will be deposited. (T-2). Overages that can be identified to a passenger will be returned and receipted for. (T-2).

2.93. Shortages. Funds shortages will be charged to receipts-of-the-day and not change fund. (T-2). All shortages will be bracketed on DD Form 1131, and the same account classification used for deposit will be used for shortages. (T-2).

2.94. Reoccurring Discrepancies. In cases when overages or shortages occur on a regular basis, the Change Fund Custodian will follow procedures outlined in DoD FMR 7000.14-R, Volume 5. (T-0).

2.95. Credit Card Payments. PSAs accepting personal credit cards for payment must have completed Credit Card Security training and review training annually. (T-2). Training is located on AMC/A4TP SharePoint®.

2.96. Cash Policy. For locations where annual monetary transactions are minimal (e.g., no in-flight meal service), local management may determine need for cash drawer. Passenger terminals must develop contingency procedures for unforeseen financial transactions. (T-2). The following applies to locations that accept cash:

2.96.1. Cash drawers must be equipped with lock and key. (T-2).

2.96.2. Inside of drawer must be capable of accepting removable money trays with removable lid. (T-2).

2.96.3. Removable money trays must have lock and key. (T-2).

2.97. Cash Drawer Storage. When counter positions are not in use, store excess change funds in accordance with AFI 31-101. (T-2).

2.98. Tamper Resistant Devices. Change Fund Custodian will set up and seal cash drawers utilizing tamper resistant devices and develop local procedures to ensure these devices are tracked and not compromised. (T-2). Each shift must perform a visual check to ensure tamper resistant device is intact and not tampered with prior to shift change. (T-2).

2.98.1. AF Form 1305, will be used when a transfer of funds is conducted between shifts, individuals, external agencies, or when other forms of accountability for funds have not been established. (T-2). Before sealing cash drawer, place a copy of AF Form 1305 into drawer. (T-2).

2.98.2. When a drawer is issued and tamper resistant device is broken, the PSA will verify contents. (T-2). PSA must balance cash drawer at end of shift, fill out AF Form 1305, and have amount verified by shift supervisor. (T-2).

2.98.3. AF Form 1305 is not required to transfer sealed drawers between shifts.

2.98.4. AF Form 1305 will be annotated when there is a change in balance of change fund. (T-2). Passenger terminal Shift Supervisor must complete AF Form 1305 prior to end of shift for accountability of funds transferred during shift. (T-2).

2.98.5. Ensure AF Form 1305 is filed in accordance with Air Force Records Information Management System (AFRIMS), detailing accountability of funds providing an audit trail capability to assist in resolving potential overage or shortage discrepancies. (T-2).

2.99. Deposits. Deposit all collected funds with nearest disbursing officer or bank as designated by local installation finance or disbursing officer comptroller in accordance with DoD FMR 7000.14-R, Volume 5. (T-0).

2.99.1. Locations unable to use local banks must deposit money with an FSO. (T-2). Prepare four copies of DD Form 1131 and deliver to military finance office. One copy will be authenticated by FSO and returned to depositor via hard copy or in accordance with local e-filing guidance provided by the FSO. (T-2). File authenticated copy with supporting documents in data records. All documents must be scanned and e-mailed to Defense Finance and Accounting Service (DFAS)-Limestone. (T-2).

2.99.2. Funds deposited to bank for TWCF. Prepare DD Form 1131 and e-mail or fax all supporting documents to DFAS-Limestone: dfas.limestone-me.jam.mbx.twcf-amc@mail.mil. (T-2).

2.99.3. Funds deposited with Navy disbursing office: Prepare DD Form 1131 in nine copies. Distribution of copies is the same as an FSO, except Navy disbursing officer (NDO) or comptroller retains original and six copies. (T-2).

2.100. TWCF Cash Collection Procedures. Visit AMC/A4TP SharePoint® website to download current guide.

2.101. Travel Related Fees. Pet, baggage, meals, head tax, etc .may be made using cash (US currency only), personal checks drawn on any US bank, credit or debit card.

2.102. Personal Checks. PSAs will ensure personal checks are made payable to local FSO or NDO. (T-2). A locally manufactured stamp may be used. If a stamp is not used, ensure hand written checks are legible. (T-2). All checks will have following information: name, rank or grade, RegAF or DoD civilian include military organizational address (for PCS personnel, use gaining unit), home address (required for all), duty and/or home phone number. (T-2). Personal checks will be signed at time of acceptance. (T-2).

2.103. Dishonored Checks. Take immediate action to have dishonored check redeemed or deficiency corrected. Local FSO or NDO office can assist with procedures for processing dishonored checks. As a result of dishonored check, use DD Form 139, *Pay Adjustment Authorization*, to initiate actions required to deduct equal dollar amount from member's pay. Consult local FSO or NDO and DoD FMR 7000.14-R, Volume 5, for additional assistance when using this form.

2.104. Refunds.

2.104.1. Before a refund can be made, passenger terminal leadership or designated representative will:

2.104.1.1. Complete refund certificate on passenger's copy of boarding pass or ticket. (T-2).

2.104.1.2. Provide detailed information concerning why refund was made. (T-2). Examples: Flight canceled, passenger rotated off flight, passenger changed from organic to PE, etc. Include refunded dollar amount for each reason given. (T-2).

2.104.1.3. Obtain passenger signature on certificate and return for refund. (T-2).

2.104.1.4. Ensure passenger(s) place initials next to name on reverse side of AF Form 79. (T-2). If more than three refunds, attach a piece of plain bond paper to AF Form 79 and continue refund list. (T-2).

2.104.1.5. Sign refund certificate to approve refund. (T-2).

2.104.2. Passengers and aircrew members are entitled to cash refunds for meals purchased with cash. Refunds may be made in accordance with AFMAN 34-240, for meals paid for but not consumed through no fault of the passenger or crewmember.

2.104.3. Arbitrary cancellation of meal order while in-flight, is not permitted. (T-2).

2.104.4. Meal refunds for amount paid may be made at originating or terminating passenger terminal, any food services location, or service accounting and finance office.

2.104.5. Refunds for meals will be treated as separate transactions on AF Form 79. (T-2).

2.104.6. Refunds associated with crew meal orders, require initials from crewmember on reverse side of AF Form 79.

2.104.7. Refunds for any transaction fee will only be made from business day's receipts, never pull cash for a refund from change fund. (T-2). If required amount of cash is not adequate to cover a refund from business day's receipts, follow these procedures:

2.104.7.1. Passenger service leadership or designated representative will prepare Standard Form (SF) 1049, *Public Voucher for Refunds*. (T-2). SF 1049 is a physical product and must be ordered from AF e-publishing. Complete the following blocks on the form:

2.104.7.1.1. Voucher Prepared: Installation name making refund and date.

2.104.7.1.2. US: Owning FSO or NDO service department (e.g., Department of Air Force, Department of Navy, and Department of Army). "Appropriation or fund" LOA for appropriate fiscal year.

2.104.7.1.3. To Address: Proper mailing address of individual receiving refund if payment made by check.

2.104.7.1.4. Articles or Services column: State reason for refund. Include collection voucher number, date of deposit, name of passenger, location where money was deposited for transportation, meals, etc., if applicable.

2.104.7.1.5. Amount Deposited and Balance Due Depositor: Dollar amount of refund.

2.104.7.1.6. Complete "I certify...." statement at bottom of form.

2.104.7.1.7. Signature: Passenger service leadership or designated representative signs all copies.

2.104.7.1.8. Title: Self-explanatory.

2.104.7.2. Original SF 1049 and three copies, will be forwarded to local FSO or NDO for payment to traveler. (T-2). The SF 1049 serves as authority for refund.

2.104.7.3. Station file will be retained with copy of SF 1049 and all supporting documents attached. (T-2).

2.104.7.4. If payment is by check, terminal personnel preparing SF 1049 will validate mailing address. (T-2).

2.104.7.5. Refund is made from same LOA classification used for collections and deposits. (T-2).

2.104.8. Collection of travel fees (i.e., cash reimbursable tariffs, pet, and excess baggage fees), are deposited to appropriate LOA with FSO, NDO or local bank. Travel refunds may be made when daily receipts are still at passenger terminal and have not been deposited for that business day. Refunds for reimbursable travel, may be made when travel has been canceled but only after cancel process has been completed in automated manifesting system. (T-2).

2.104.9. Refunds will not be made at local level to individuals canceling travel where any transportation fees were not originally collected. (T-2). Passenger's requesting a refund must provide a copy of boarding pass. PSAs will also pull station copy of boarding pass to be matched with passenger's copy. (T-2).

2.104.10. After refund has been made, PSAs will turn in refund certificate to passenger terminal shift supervisor for filing with all supporting documents. (T-2).

2.105. Head Tax and Federal Inspection Service (FIS) Fees.

2.105.1. Head Tax Fees. In accordance with public law, Head tax is a transportation fee assessed on all passengers. Head tax fees are included in tariff fees for space-r passengers. For space-a passengers, head tax will be collected for passengers arriving or departing CTUS to or from OCONUS locations on commercial contracted missions. (T-2). Head tax fees will only be collected for space-a passengers traveling on DoD commercially contracted missions. (T-2).

2.105.2. Segment Fee. The segment fee is a head tax for CONUS to CONUS travel and will be collected from space-a passengers traveling on commercially contracted missions, departing from a commercial airport with a commercial airport destination. A segment fee will be assessed for each segment of CONUS to CONUS travel. (T-2).

2.105.3. FIS Fee. FIS fee is separate from head tax and will be charged only for space-a passengers traveling to CTUS from OCONUS locations on PE missions through commercial gateways. (T-2). Charge is included in the tariff for space-r passengers.

2.106. Head Tax and Federal Inspection Service (FIS) Fee Management.

2.106.1. Deposit head tax and FIS fees to applicable LOA as specified by annual fiscal year accounting citation message.

2.106.2. Head Tax and FIS Payment Receipt. Originating station will issue boarding pass (with specified destination) as receipt of payment identifying total amount charged for head tax or FIS fees for space-a passengers. (T-2).

2.107. Baggage Management. Overview. Baggage will be properly tagged, weighed, screened, loaded, and unloaded. (T-2). If scanning equipment is unavailable, PSAs will screen all baggage by hand. (T-2). Baggage must not be torn or ripped in a manner which further damage could cause loss of contents. Passenger terminals will ensure all checked baggage is intact, undamaged, and available to each traveler promptly upon arrival at destination. (T-2).

2.108. Baggage Allowances. Reference DoDI 4515.13 for carry-on and checked baggage allowances.

2.108.1. Mobility assist equipment such as wheelchairs, walkers, crutches, child restraint system (CRS), foldup strollers, etc., will not count against the passenger's baggage allowance and will not exceed 100 pounds. (T-2).

2.108.2. Passengers may hand-carry FAA approved CRS for use in-flight. It must have the statement "This restraint is certified for use in motor vehicles and aircraft" attached. (T-2). CRS use is not mandatory, however the FAA strongly urges use of an approved CRS.

2.108.3. Passengers connecting to an organic flight from a commercial contract flight should not be charged excess due to reduced carry-on storage space.

2.109. Pooling Baggage. Passengers traveling as a group on orders and families traveling together may pool baggage. Total baggage will not exceed the total baggage authorized by the travel document or allowances in DoDI 4515.13. (T-2). Each individual processed will have an individual baggage count reflected per passenger. (T-2). Note: When processing via automated system, do not annotate all group bags under one passenger. (T-2).

2.110. Excess Baggage. Reference DoDI 4515.13 for excess baggage requirements.

2.111. Additional Authorizations.

2.111.1. Alcoholic beverages may be transported as checked baggage in accordance with DoD FCG and TSA requirements.

2.111.2. Dry Ice (carbon dioxide, solid) not exceeding 2.5 kilograms (5.5 pounds) is authorized in checked baggage when used to pack perishables (provided the package is capable of venting CO₂ gas). Aircrew will be notified of dry ice estimated weight when contained in baggage. (T-2).

2.111.3. Cremated remains are only authorized as a carry-on item and must be properly packaged throughout flight. (T-2). Container size is limited to carry-on baggage requirements. (T-2).

2.111.4. Passengers requiring supplemental oxygen may travel with and use portable oxygen. The following documentation is required:

2.111.4.1. Letter from physician identifying need and flow rate of oxygen concentrator.

2.111.4.2. Copy of manufacturer's FAA approval documentation allowing use aboard aircraft; found on manufacturer's website.

2.111.4.3. Additional lithium batteries may be needed depending on duration of flight. Spare batteries are permitted in carry-on baggage. Batteries not in original manufacturer's packaging must be protected from accidental short circuit during flight. (T-2).

2.111.5. Inactive AE crews are authorized to carry Patient Therapeutic Liquid 3718 Oxygen Converter and Aeromedical Evacuation Narcotic Kits as professional gear.

2.111.6. Military or military-sponsored bands may transport musical instruments as excess baggage. Each item will count as one piece regardless of size or weight. (T-2). Instruments must be stowed in baggage compartment of aircraft. (T-2).

2.112. Bulky Items . Large garment bags, golf clubs, surfboards, snow skis, snowboards, bicycles, fishing equipment, rucksacks, and/or musical instruments are allowed and should be properly packed with consideration for safety. Only one of these bags per person is allowed. (T-2). Second bag must comply with weight and size restrictions. For space-r passengers, B-4, duffle, flyers kit bag, diver's traveling bag, and sea bags will be allowed as one piece up to 80 linear inches but not exceed 100 pounds. (T-2). If passenger has bulky items authorized on orders, the station manager at AMC commercial gateway or passenger terminal management will make determination whether item will be handled as baggage or processed as cargo. (T-2). For baggage processed as cargo, coordinate with Air Freight section for onward movement.

2.113. Aircraft with Limited Baggage Capability. Baggage limitations on following aircraft may be waived by aircraft commander or designated representative based on mission requirements. Annotate name and rank of approval authority on passenger manifest.

2.113.1. OSA C-21 and C-12 aircraft: 70 pounds total baggage weight per passenger.

2.113.2. Navy Air Logistics Office (NALO) C-40 and C-9 aircraft: Two bags not to exceed 40 pounds total baggage weight per passenger.

2.113.3. Gulfstream C-20 and C-37 aircraft: Two bags and 70 pounds total baggage weight; 50 pounds in baggage compartment and 20 pounds as carry-on baggage.

2.113.4. "Carry-on only" passengers: C-5 and C-17 missions can release up to 20 seats without baggage pallet. Additional seats may be released for passengers that have "carry-on only" baggage if baggage does not exceed 45 linear inches, ACL is not exceeded, and cargo configuration is maintained. (T-2). Aircraft commander will have final authority and may bump carry-on only passengers if baggage limits are exceeded. Identify carry-on only baggage with appropriate "Carry-on only" baggage tag. (T-2).

2.114. Baggage Processing. Checked baggage must have passenger identification affixed. (T-2). Identification will include passenger's name, and either phone number or email address. (T-2). Personal luggage ID tags, airline ID tags, DD Form 1839, *Baggage Identification*, or an AMC Form 20-ID, *Baggage Identification Tag*, are acceptable forms of ID.

2.114.1. Terminals will stock a sufficient quantity of ID tags to be available for passengers. (T-2).

2.114.2. Advise passengers to remove all previous baggage tags except ID tags and unit deployment manager provided US Central Command color coded tags. (T-2).

2.114.3. Automated locations will use computer-generated or gummy-backed baggage tags. (T-2). If unavailable, use AMC 20-series baggage tags and annotate mission number, date, originating station code, passenger line number, and number of bags (e.g., 1 of 2). (T-2). For DV, Blue Bark, Coin Assist, and emergency leave passengers, attach the appropriate color-coded DV or emergency leave tag to each piece of checked baggage.

2.114.4. Enter total number of authorized bags being checked in for each passenger in appropriate block in automated system. For instance, if the passenger's orders authorize two excess bags, the passenger is authorized a total of four bags, two standard and two excess. If passenger is checking in three bags, enter "3" in authorized block, not "4". In excess block, enter total number of bags being checked-in by passenger that is over total authorized on orders. Note: If travel orders state, "Excess Baggage Authorized," but do not identify total piece(s), baggage will be processed in accordance with DoDI 4515.13. (T-2).

2.114.5. When 20 or more passengers (10 passengers on KC-10 and KC-46), are planned on organic aircraft, a pallet position should be left open as necessary to accommodate baggage. If a pallet position is not available, coordinate with aircrew to loose load baggage and notify downline locations. When a baggage pallet is built to accommodate passenger's baggage, a DD Form 2775, *Pallet Identifier*, will be completed in accordance with [Chapter 3](#). (T-2).

2.115. Firearms and Hazardous Material Declaration. The following questions will be asked during passenger check-in:

2.115.1. "Do you have any firearms or hazardous materials to declare?" (T-2). If passenger answers yes, items identified will be physically inspected by PSAs to determine if they may be legally transported. (T-2).

2.115.2. "Do you have Electronic Cigarettes in your checked baggage?" (T-2). If passenger answers yes, afford the passenger the opportunity to remove from checked baggage and place in carry-on. (T-2).

2.115.3. "Is this a smart bag or luggage?" (T-2). Smart bags or luggage may contain lithium battery power banks, which pose a risk when placed in the cargo hold of an aircraft. If passenger answers "yes," battery must be removed prior to processing as checked baggage and will be placed in carry-on bag. (T-2). If smart bag is identified as carry-on, advise passenger prior to boarding, it must be powered off in accordance with FAA regulations. (T-2). If a carry-on smart bag must be checked, customer must remove battery before handing bag to boarding agent. (T-2). Note: Checked bags or luggage with non-removable lithium batteries will not be accepted. (T-2).

2.115.4. Items identified by TSA as prohibited in-cabin must be secured in checked baggage or confiscated. (T-2). Any prohibited items identified in a passenger's carry-on baggage while processing through secure gate area will be disposed in accordance with TSA guidelines. (T-2). Prohibited carry-on items can be viewed on TSA.gov. Appropriate handling and safeguard procedures for these items will be established at local level. (T-2).

2.115.5. Personal Firearms. Passengers must declare firearm is unloaded at time of check-in. (T-0). Authorization may be granted to allow transport of personal firearms in checked baggage in accordance with TSA guidance, located at TSA.gov; consult the DoD FCG regarding international transport of personal firearms. (T-0). Firearms will be stored in a container appropriate for air transportation (e.g., suitcase, gun case) in accordance with 49 CFR, Part 1544, *Aircraft Operator Security: Air Carriers and Commercial Operators*. (T-0).

PSA or a military customs inspector will verify firearm serial number against accompanying documentation when required by the DoD FCG. (T-0). If firearm is not properly documented, notify security forces and follow instructions. (T-2). Firearm will be handled as loaded. (T-2). Passenger terminal supervisor may minimally handle firearm to determine serial number. (T-2).

2.116. Military Weapons Transportation. Requirements for military weapons transportation are outlined in DTR 4500.9-R, Part I. Palletized weapons will meet armed guard or constant surveillance requirements in accordance with **Chapter 3** and AFI 31-101. (T-2). Weapon container is defined as a hard-sided lockable container (e.g., suitcase, gun case). (T-2).

2.116.1. Owning units or designated troop commander will provide escorts and/or armed guards if required. Note: If a troop commander is not identified (i.e., multiple individuals with weapons or non-unit moves), passenger terminal shift supervisor will designate escorts and/or armed guards from individuals manifested on the flight with weapons. (T-2). Integrated defense plans and base support plans outline additional local requirements.

2.116.2. Only individuals in performance of law enforcement duties are authorized to be armed (loaded weapon) onboard DoD aircraft. (T-0). Refer to DTR 4500.9-R, Part I, Appendix I. DoDD 5210.56, *Arming and Use of Force*, establishes policy, standards and assigns responsibilities for arming, carrying of firearms, and use of force by DoD personnel performing security and protection, law and order, investigative, or counterintelligence duties; for personal protection when related to the performance of official duties. Procedures for transportation of weapons, ammunition, and hazardous materials as well as identifying conditions and personnel authorized to carry weapons aboard commercial aircraft when the total cabin load of the aircraft is under exclusive use by DoD commercial contract are provided in DTR 4500.9-R, Part I.

2.117. Ammunition. Passengers may transport no more than 11 pounds of properly packaged small arms ammunition in checked baggage. (T-0). Authorized armed individuals may carry up to three magazines of ammunition on person and up to three additional magazines in checked baggage. (T-0). When restricted by regulation, law, or the DoD FCG, PSAs will follow the most restrictive guidance. (T-0).

2.118. Mishandled Baggage. Mishandled baggage includes lost, found, damaged, or pilfered items that have entered the airlift system as passenger baggage. (T-2). Passenger terminals will designate sufficient mishandled baggage representative(s) to meet the required five calendar-day timeline for claims processing to expedite passenger claim resolution at the lowest level. (T-2). The Baggage Resolution Center (BRC) is located at Scott Air Force Base, Illinois and traces mishandled baggage to determine final action of case files and compiles statistical data to enhance customer experience by reducing wait time between claim filing and resolution. Mishandled Baggage Representative(s) will respond to any BRC email inquiries within three duty days. (T-2).

2.118.1. A representative will be available during all arrivals to process any mishandled baggage tasks and remain until all passengers have processed through the baggage claim area. (T-2). Additionally, passengers with lost, stolen, damaged, or pilfered baggage may also contact the servicing legal office or the Air Force Claims Service Center at <https://claims.jag.af.mil> for information and assistance.

2.118.2. Articles that have not entered the airlift system as checked baggage are not considered mishandled baggage and will not be entered into automated system as mishandled baggage. (T-2). Disposition of these articles is at the discretion of passenger terminal management. (T-3).

2.118.3. Mishandled Baggage Representatives will check notices in the automated system daily and continue to actively work cases until resolved. (T-2). After five calendar days, all cases are transferred to the BRC. Mishandled baggage will not be shipped to the BRC for disposition. (T-2).

2.118.4. Non-automated locations will send AMC Form 134, *Mishandled Baggage Report*, to BRC for processing. (T-2).

2.119. Lost and Found Mishandled Baggage Claims. Prior to initiating an AMC Form 134, personnel will check automated system or call previous and downline locations to determine if a case file has already been established. (T-2). If not, generate an AMC Form 134. (T-2). If another location has reported the item either lost or found, coordinate rush baggage procedures. (T-2).

2.119.1. Lost Baggage. Make copies of boarding pass and baggage claim checks from passenger filing the claim and return original documents to passenger. (T-2). If passengers do not have these forms, cross-reference the passenger manifest. Non-automated locations will include a copy of manifest in case file. (T-2).

2.119.1.1. Prepare and provide passenger with a copy of completed AMC Form 134 and a copy of locally produced mishandled baggage letter, explaining the mishandled baggage process, with all applicable signatures. (T-2).

2.119.1.2. Prepare an AMC Form 136, *Baggage Mishandled Report File*. (T-2). Keep original signed copy of AMC Form 134, copies of the boarding pass, baggage tags or the flight manifest in this file. (T-2).

2.119.1.3. If passenger traveled on a PE flight, notify local carrier representative that an AMC Form 134 was completed and annotate carrier representative's name in remarks section. (T-2).

2.119.1.4. Locations with an automated system, send "LAST SEEN" message NLT four hours after passenger reported loss baggage. (T-2).

2.119.1.5. Contact the passenger within 24 hours and provide a status of lost baggage and continue to until the bag is found or claim is resolved. (T-2).

2.119.2. Found Baggage. Query automated system for a possible match to baggage. (T-2).

2.119.2.1. Immediately send an ON HAND message and provide disposition in automated system. (T-2). Attach one copy of AMC Form 134 to each bag, file one copy in AMC Form 136. (T-2).

2.119.2.2. Prepare an AMC Form 136. Maintain in a suspense file until baggage is forwarded to owner or disposal of baggage (refer to [paragraph 2.119.2.8](#)). (T-2).

2.119.2.3. Where ownership is unknown, two or more people will inventory the baggage and document an itemized content listing on the AMC Form 134. (T-2).

2.119.2.4. In cases when it is necessary to remove owner's lock to inventory the baggage, place removed lock inside the bag. Inventory utilizing two person concept. Upon inventory completion, seal the bag immediately with a plastic or metal fastener to prevent pilferage. (T-2).

2.119.2.5. Store all found baggage in a secure location and limit access. (T-2). If required, present baggage to customs officials for clearance and annotate in remarks section of AMC Form 134. (T-2).

2.119.2.6. Disposition of Found Baggage. Passenger terminals will provide military or contract delivery of baggage within a 60-mile radius of the terminal. (T-2). Military deliveries may be extended to coincide with local Ground Transportation section's permissible operating distance. For delivery of baggage outside 60-mile radius, DoD airlift will be used when feasible and will be documented as rush baggage. (T-2). Passengers will be offered the option to pick up baggage. (T-2). Passenger terminals will contact local Transportation Management Office (TMO) for weapons shipments. (T-2). When DoD airlift is not available, baggage and all supporting documentation, to include TWCF fund cite, will be turned over to local TMO. (T-2). Baggage will be processed for movement by the most expedient mode available, regardless of cost. (T-2).

2.119.2.7. When final disposition of the property is made, annotate remarks section of AMC Form 134 and close automated system case file. (T-2).

2.119.2.8. Disposition of Unclaimed Found Baggage. Unclaimed weapons will be immediately turned over to local security forces. (T-2). After 45 calendar days, all unclaimed found privately owned personal property will be disposed of in accordance with DoDM 4160.21, Volume 4, *Defense Material Disposition: Instructions for Hazardous Property and Other Special Processing Material*. (T-0).

2.120. Rush Baggage Procedures. Misrouted or separated baggage (excluding weapons) will be forwarded as rush baggage. (T-2). Complete AMC Form 57, *AMC Expedite Tag - Rush Baggage Tag*, for each item and include disposition instructions. (T-2). Attach a destination tag along with a copy of AMC Form 134 or AMC Form 47, *Report and Disposition of Unaccompanied Passenger Baggage*, inside a packing list pouch. Note: If present, remove DoD ID and SSNs. (T-2).

2.120.1. Mishandled weapons (arms, ammunition, and explosives) shipments will be shipped in accordance with DTR 4500.9-R, Part II, *Cargo Movement*. (T-0).

2.120.2. AMC Form 70, *Rush Baggage Manifest*, will be used to document movement of rush baggage. (T-2). The manifests are not assigned passenger manifest numbers. One copy of the originating rush baggage manifest will be filed in AMC Form 136. (T-2). A second copy will be placed in the packing list. (T-2).

2.120.3. Rush baggage will be manifested on first available aircraft to final destination. (T-2). Coordination will be accomplished between originating location and final destination via telephone, e-mail or automated system with disposition instructions. (T-2). Receiving locations will acknowledge receipt and notify BRC via automated system or e-mail. (T-2). Initiate a follow-up transaction when originating location has not received acknowledgment within 48 hours. (T-2). Locations receiving rush baggage must expedite delivery to owner. (T-2).

2.120.3.1. When transshipping rush baggage, do not assign a new case file number. (T-2). Coordinate with downline locations and BRC on case file updates. (T-2).

2.120.3.2. Immediately respond "ON HAND" in automated system when receiving rush baggage. (T-2). Complete AMC Form 134, Section II, to indicate final disposition and secure signature when possible. (T-2). After five calendar days, all updates and remarks will be emailed to BRC for inclusion on AMC Form 134. (T-2).

2.121. Damaged or Pilfered Baggage Procedures. Damaged or pilfered (some or all contents stolen) baggage should be reported by passenger to mishandled baggage representative as soon as possible.

2.121.1. Terminals are not responsible for normal wear and tear, to include damage to wheels, handles, shoulders straps, from over packed baggage, or fragile and perishable items. When passenger's claim baggage and discover damage or pilferage has occurred, baggage representative will initiate an AMC Form 134. (T-2). Provide one copy to passenger and file one copy in AMC Form 136. (T-2).

2.121.2. If pilferage is suspected, notify security forces. (T-2). At commercial airport locations, follow local operating procedures consistent with standard airline or airport practices.

2.121.3. Contents lost in connection with extensive damage will be reported on AMC Form 134. (T-2). The following statement will be entered in Section III: "Articles listed are reported lost due to extensive damage to outer container." (T-2). Baggage Representative will solicit an itemized listing of missing items and estimated value from passenger. (T-2). Do not notify law enforcement agencies.

2.121.4. Baggage Representative will make a copy of the boarding pass, baggage claim checks, and/or baggage tag from passenger filing the claim and include with AMC Form 136. (T-2). If these forms are not available, cross-reference passenger manifest to ensure passenger was manifested and retain a copy of manifest with AMC Form 136.

2.121.5. Baggage Representatives will inform passengers the BRC will contact via email within 14 duty days to initiate a compensation request. (T-2).

2.122. Courtesy Claims. Generated when passenger terminals receive mishandled baggage from sources other than DoD-owned or controlled aircraft and will be processed as courtesy claim. (T-2).

2.122.1. Passengers wishing to file a claim for baggage mishandled by a commercial carrier can file an AMC Form 47. This form will be prepared in three copies and distributed as follows:

2.122.1.1. Provide a copy to the passenger with instructions to notify the Mishandled Baggage representative at destination. (T-2).

2.122.1.2. Retain a second and third copy with the passenger's orders in a suspense file until the baggage is received. (T-2). Upon receipt of the property, inspect the baggage for damage, and make notations on the AMC Form 47. Place the second copy of the AMC Form 47 inside a packing list with a copy of orders and attach a rush baggage manifest with an AMC Form 57 to the bag. If more than one article or bag is to be forwarded to the same person, attach a packing list to each piece. (T-2).

2.122.2. When accepting baggage from the non-DoD carrier, determine the DoD passenger and disposition prior to accepting baggage. Complete AMC Form 134 as a courtesy claim and forward by the most expedient manner. (T-2). Screen baggage and remove non-DoD destination tags to file with a copy of the AMC Form 47. (T-2).

2.122.3. Inspect the baggage for damage or possible pilferage and document condition of bag on the form (e.g., torn, intact). (T-2). Annotate the following statement in the "Other Details and Remarks" block of Section I: "Property was received from (commercial carrier name) as a courtesy." (T-2).

2.123. Baggage Resolution Center (BRC). BRC assists terminals in the resolution of mishandled baggage claims, responds to inquiries from passengers, and provides guidance on claim process. (T-2). Ensures mishandled baggage representatives are following established procedures.

2.123.1. Contact information for BRC:

2.123.1.1. E-Mail Address: AMC.A4T.BaggageResolution@us.af.mil.

2.123.1.2. Mailing Address: HQ AMC Baggage Resolution Center, AMC/A4TP, 402 Scott Dr., Unit 2A2, Scott AFB, IL 62225.

2.123.1.3. Phone Numbers: commercial: (618) 229-4596 / DSN: (312) 779-4596.

2.123.2. Check automated systems daily for new or updated claims. Review AMC Form 134s, enter claims into BRC Log, and query automated system database for resolution.

2.124. BRC Found Baggage Procedures (Received from Reporting Stations).

2.124.1. If a match is made, request disposition from location filing the lost or found baggage report for movement.

2.124.2. If no match is found, the location initiating the claim will hold for 45 calendar days, update automated system's remark section, close the claim after calendar 45 days if unresolved, and advise terminal in possession of the baggage to dispose of in accordance with DoDM 4160.21, Volume 4. (T-0).

2.125. BRC Lost Baggage Procedures (Received from Reporting Stations).

2.125.1. If a match is made, notify location filing the on-hand or found claim to contact owner for disposition and close claim when disposition is determined. (T-2).

2.125.2. For commercial carrier claims. If no match, prepare and send an acknowledgement letter (on unit letterhead) and instructions to passenger within nine calendar days of BRC receipt. The purpose for this is to determine whether the personal property is still missing if a claim has been started and to obtain the required documentation to start a reimbursement claim if the passenger desires.

2.125.2.1. Annotate the date letter was sent and place in the passenger suspense file until forms have been returned. If passenger does not contact BRC within 60 calendar days, place the file on hold until the passenger either contacts BRC or maintain for one year from the date claim was opened. (T-2).

2.125.2.2. Upon receipt, if passenger received no compensation and bag is still missing, send a cover letter and a copy of documentation to DoD-contracted carrier. If a claim letter was sent to DoD-contracted carrier and acknowledgment is not received within 90 calendar days, a letter will be sent to the appropriate USTRANSCOM contract administrator advising of the contract violation. (T-2). Send the claim letter to USTRANSCOM/TCAQ-CO, 508 Scott Drive, Scott AFB, IL 62225-5357, or e-mail transcom.scott.tcaq.mbx.operations@mail.mil.

2.125.3. For organic claims, if no match, refer the passenger to military claims center for reimbursement actions.

2.126. BRC Damaged and Pilfered Baggage Procedures (Received from Reporting Stations).

2.126.1. If damage and/or pilferage occurred on DoD-contracted carrier, prepare and send an acknowledgement letter (on unit letterhead) and instructions to passenger within nine duty days of BRC receipt.

2.126.2. Upon receipt of the requested documents, to include pictures of any damage, submit a copy to the DoD-contracted carrier. Maintain the originals in the passenger's case file.

2.126.2.1. When receipt is acknowledged by DoD-contracted carrier and settlement has been determined, the claim is considered closed. Update automated system and maintain case file number for one year.

2.126.2.2. If acknowledgement is not received by the DoD-contracted carrier within 90 calendar days, refer to [paragraph 2.125.2.2](#) for disposition instructions and contract administrator contact.

2.126.3. If damage and/or pilferage occurred on organic aircraft, provide the passenger a copy of AMC Form 134 and refer to respective service claims center to file a reimbursement claim.

2.127. Pets and Animals. Pet Movement. The following procedures apply only to PE missions: (T-2).

2.127.1. Passengers traveling under PCS status may ship pets at own expense in accordance with DoDI 4515.13.

2.127.2. Pets are booked through the travelers' local transportation office. All pet spaces are allocated by 618 AOC/XOGC.

2.127.3. Pet owner must accompany pet to final destination and is responsible to provide a shipping container compliant with International Air Transport Association (IATA) live animals regulations found on the IATA website. (T-0). Maximum weight for pet including container must not exceed 150 pounds and weight limit cannot be waived.

2.128. Pet Fees. Sponsor will be charged the excess baggage fee for pet on a per-kennel basis. (T-2). Combined weight of pet and kennel up to 70 pounds count as one piece, pet and kennel weighing between 71-140 pounds count as two pieces, pet and kennel weighing 141-150 pounds count as three pieces. Two small animals of the same species younger than six months, of comparable size, and up to 20 pounds each and have lived in the same household, may be shipped in the same container as long as they can stand up, turn around, and lie down with normal posture.

2.129. In-Cabin Pet Transport. Pre-booked pets are authorized to be transported in the pressurized baggage compartment of the aircraft and/or in-cabin if all requirements are met.

2.129.1. Pre-booked pets are authorized to be transported in-cabin if hard or soft-sided container does not exceed 20”Lx16”Wx8.5”H and able to fit under the passenger seat and must remain in the container for the duration of the flight. (T-2).

2.129.2. If pre-booked in-cabin pet containers exceed dimensions, pets can be moved in the pressurized baggage compartment if a hard-sided container is provided and there are available pet spaces.

2.130. Passenger Pet Notification. Terminals will establish pet processing procedures to ensure owners are notified when pets are safely loaded on-board the aircraft. (T-2).

2.131. Delays. When passengers are allowed to disembark an aircraft due to flight delay, if ground time exceeds two hours, pet owners may be provided opportunity to walk and water pet(s) based off of terminal processing requirements. (T-2).

2.132. Pet Emergencies. Terminals handling PE missions will establish written procedures to handle pets during emergencies and will include a listing of emergency veterinary clinic locations and phone numbers along with points of contact for pet disposition in the event of a fatality. (T-2). Note: Normally handled by the local Humane Society or Veterinarian. Terminals will notify MAJCOM/A4 via email in the event of a pet fatality. (T-2). Notification email will include location of fatality discovery, name of airline carrier, mission number, breed, age, weight, and gender. (T-2).

2.133. Service Animals. Passengers may travel with one service animal in the aircraft cabin or cargo hold when requirements are met in accordance with DoDI 4515.13. Cargo hold requires reservations.

2.134. Emotional Support or Psychiatric Service Animals. Passengers may travel with one emotional support or psychiatric service animal in aircraft cabin when documentation requirements are met in accordance with DoDI 4515.13. If PSAs are unable to validate documentation, animal will be denied travel. (T-2). PSAs will brief passengers that animals must be maintained by owner at all times and not interfere with aircraft aisle ways or other passenger’s personal space. (T-2). Refer to DoDI 4515.13 for additional information.

2.135. Aircraft Exit Rows. Passengers with animals listed above are prohibited from exit row seating. (T-2).

Section 2B—Fleet Service Operations

2.136. Overview. This section provides guidance and procedures only for locations that report workload data and earn manpower for aircraft fleet servicing. Note: Contracted terminals operate in accordance with established statement of work and/or contract. Fleet Service includes, but is not limited to, loading and unloading Fleet Service equipment, supplies, ATGLs, meals, servicing water tanks, latrines, and cleaning passenger use areas. Establish local procedures to address extreme weather, servicing training missions, and measures to prevent cross-contamination. (T-2). Use of Technical Orders (TOs) and TO supplements. Use of the prescribed technical data to maintain aircraft and equipment is mandatory in accordance with TO 00-5-1, *Air Force Technical Order System*. (T-1).

2.137. Safety.

2.137.1. Disease Control. There is a possibility of disease transmission by contact with human waste while servicing lavatories.

2.137.2. During servicing operations, personnel will adhere to personal protective equipment (PPE) requirements in accordance with AFMAN 91-203. (T-2). Note: Management will contact medical services or bioenvironmental to determine any additional PPE. (T-2).

2.137.3. Required PPE for lavatory servicing trucks operations.

2.137.3.1. Waterproof outer garments must fully cover arms, legs, and torso from spills; can be one piece coverall or two piece jacket and pants set. (T-2). Jacket should overlap pants. Outer garment must be closed to neckline. (T-2). Sleeves should be long enough to overlap or tuck into gloves. Outer garments may be with or without a hood. Note: Hood is required for overhead operations. (T-2).

2.137.3.2. Wear face shield or goggles in accordance with AFMAN 91-203. (T-2).

2.137.3.3. Covers will be placed over safety shoes or boots. (T-2). Non-absorbent safety toe boots or rubber over boots will not replace required safety shoes or boots. (T-2).

2.137.3.4. Heavy outer rubber gloves and latex or synthetic type inner gloves will be worn. (T-2).

2.137.4. Personnel in direct contact with waste from any source will wash immediately and change clothes and boots. (T-2). Decontaminate PPE with hot soapy water.

2.138. Training Requirements. Reference AFI 24-605, Volume 5, for training requirements. (T-2).

2.139. Fleet Service Functions and Responsibilities. Dispatch Function. Dispatch coordinates requirements, dispatches personnel for aircraft cleaning, meal pick-up and delivery, and aircraft servicing (latrine and/or water). Receives, reviews, extracts information, and files documentation. Dispatch will:

2.139.1. At home station, prepare AMC Form 244, *Fleet Service Arrival/Departure Work Sheet* for the originating mission and complete the form upon mission return. (T-2). At enroute stations, prepare the folder for the inbound mission and complete upon mission departure. (T-2).

2.139.2. Record re-servicing data outside the aerial port's control in the remarks section of the AMC Form 244 and on AMC Form 65, *Aircraft Re-serviced Workload* (Refer to [Chapter 4](#) for additional information). (T-2). All data must be entered into automated system. (T-2). At the end of the month, the Fleet Service Manager will validate AMC Form 65. (T-2). During network outages and at manual stations, complete, print, and file manual AMC Form 244 or locally produced equivalent. (T-2). Dispatch documents and maintains AMC Form 65.

2.139.3. At home station, initiate AMC Form 4128, *Fleet Service Checklist*. (T-2). Receive a signed copy of the AMC Form 4128 from Fleet Service personnel who briefed aircraft commander or designated representative of items loaded on aircraft. File AMC Form 4128 with flight package for Data Records to maintain. (T-2). Home station will receive completed AMC Form 4128 and forwards to supply custodian. (T-2).

2.139.4. Confirm total passenger meals ordered with passenger service or other agency as per local policy prior to dispatching personnel for meal pickup. (T-2).

2.139.5. File AF Form 129, *Tally In-Out*; AF Form 3516, *Food Service Inventory Transfer Receipt* or locally produced form in accordance with AFRIMS file plan. (T-2).

2.140. Aircraft Servicing Function.

2.140.1. Fleet Service is responsible for cleaning interior surface debris from the passenger compartment and servicing aircraft as outlined in this volume.

2.140.2. Provide lavatory and galley service information to dispatch for recording on AMC Form 244. (T-2).

2.140.3. Ensure aircraft lavatory and water system malfunctions are reported to ATOC. (T-2).

2.140.4. To avoid cross contamination, garbage and waste are defined as:

2.140.4.1. "Garbage" - Any fruit, meat, vegetable, etc., whole or in part, that is no longer useful or wanted which is placed in a refuse container in galley and passenger compartment area.

2.140.4.2. "Waste" - Material which has come in contact with body fluids, used Human Waste Clean-up Kits (HWCK) items, lavatory refuse container content, and etc.

2.141. Dirty Fleet.

2.141.1. Service aircraft lavatories and equipment in accordance with respective aircraft 1C-XXX-2 series TO job guide (i.e., use TO 1C-17A-2-12JG-38-1-WA-1, *Job Guide, Organizational Maintenance, Servicing Water/Waste, USAF Series, C-17A Aircraft*, to service C-17 aircraft). (T-0). TOs can be accessed via the Enhanced Technical Information Management System with coordination through the unit or installation TO distribution office. When an aircraft TO or extract is not available, coordinate with the aircrew or maintenance representative for guidance prior to servicing aircraft. **Note:** If re-servicing, record on AMC Form 65.

2.141.2. Clean and sanitize aircraft lavatories and replace trash can liners. Report lavatory spills to Dispatch. (T-2).

2.141.3. Prior to landing at a CONUS port of entry, the designated aircrew representative will ensure all garbage is collected in a leak-proof receptacle (taped or double-tied, double plastic bags satisfy this requirement). OCONUS locations will dispose of garbage in accordance with host nation guidelines. (T-2).

2.141.4. After approval from customs and US Department of Agriculture (USDA) at ports of entry, remove the garbage for disposal at approved facilities (e.g., incinerated, sterilized or in accordance with host nation guidelines). (T-2).

2.142. Clean Fleet.

2.142.1. Clean aircraft galley and ATGL. Remove any perishable and nonperishable food items from the galley and/or ATGL when ground times are greater than 12 hours or in accordance with local guidance. (T-3). Aircrew nonperishable items must be identified and requires coordination with Fleet Service personnel to remain on aircraft. (T-2).

2.142.2. Deliver meals and supplies to aircraft. Ensure vehicles used to transport food and associated equipment are cleaned and sanitized in accordance with base medical services or bioenvironmental. (T-2).

2.142.3. Home station will ensure initial equipment, supplies, and AMC Form 4128 are loaded per mission requirements. (T-2). The AMC Form 4128 will accompany aircraft until return to home station. (T-2).

2.142.4. Assist aircrew in stowing all equipment and supplies if workload permits.

2.142.5. Inventory all equipment marked on AMC Form 4128 against supplies and equipment actually onboard. (T-2). The designated aircrew representative and fleet service personnel will complete Part I of AMC Form 4128 after briefing of assets loaded and to verify any changes. (T-2).

2.142.6. Enroute stations will ensure equipment quantities are maintained at required levels per mission requirements. (T-2). Resupply and annotate changes in Part II of AMC Form 4128.

2.142.7. Replace items removed from aircraft for cleaning. (T-2). Place equipment in plastic bags and/or wrap coffee jug and igloo spouts in plastic to maintain a sanitary condition. Original aircraft equipment may be substituted with like items.

2.142.8. Verify required HWCK on each mission.

2.142.9. After passengers are deplaned and with approval from the Customs and USDA, thoroughly inspect and clean the passenger compartment. Bagged garbage from galley and passenger compartment is placed in a central location where Fleet Service will pick up in accordance with agriculture and customs requirements. (T-2).

2.143. Meals.

2.143.1. Pick up and deliver meals, snacks, and beverages to and from the aircraft as required. (T-2).

2.143.2. Meals ordered by aircrew within 45 minutes prior to block time or after established local sequence of events are picked up by the aircrew.

2.143.3. Verify and account for food items on AF Form 129, AF Form 3516, or locally produced form.

2.143.4. Pick up and deliver over-packed meals. Dry ice is provided by local services agency. Notify services as early as possible to ensure requested stock is in place. Personnel will notify dispatch to relay dry ice is being used for over-packed meals to ATOC (to include in aircrew briefing). (T-2).

2.144. Non-Expendables. Non-Expendable items are items that are subject to unwarranted loss or difficult to control. Items in **Table 2.4** are authorized in Platform 758 (formerly Allowance Standard 758) and issued to aircraft (based on mission requirements) and can be obtained from base supply for the type and quantities required to configure aircraft. See the terms section in **Attachment 1** for further information on Platform 758.

Table 2.4. Non-Expendable Reportable Asset Home Station Requirements.

Nomenclature	National Stock Number (NSN)
Coffee Pouch Holders, C-5	7310-00-404-5493
Coffee Pots	7350-00-927-8222
Igloos, Two Gallon ²	7330-00-893-8549
Igloos, Five Gallon ²	7330-01-449-2319
Drink station/lavatory cup dispenser	4510-00-112-9897
Toilet paper spools	4510-00-930-8316
Kit, Human Waste Clean-Up Tool Box or suitable	4510-00-587-5558
Notes: 1. Must be ordered through aircraft maintenance. (T-1). 2. Establish a level of items to support in-transit aircraft. (T-2).	

2.145. Expendables. The list of expendables in **Table 2.5** is a basic guideline; local management will determine actual quantities based on mission requirements. (T-2).

Table 2.5. Expendable Items List.

Nomenclature	NSN	Basis of Issue to All Transport Aircraft
Bag, Air Sickness	8105-00-835-7212	one each seat setup
Bag, Plastic 36" x 54"	8105-01-183-9764	five each aircraft (C-9 only) USN operates C-9s
Bag, Trash, Polyethylene 40" x 39" x 14"	8105-00-989-2377	six each C-130
Bag, Trash Polyethylene		six each C-5 & C-17
Insecticide, Aerosol, D-Phenothrin-2 Percent	6840-01-412-4634	three each C-5, two each C-17, one for all others
Cups, Hot Drink	7920-00-205-1182	five hour flight: two each passengers & crew members; over five hour flight: four each passengers & crew members
Deodorant, type as authorized	6840-00-721-6055	two each C-5, one each all others in TO 00-80-BC-4, 16 ounce can
Plug, Ear, Noise Protector	6515-00-137-6345	one box (C-5, C-17, C-130) Disposable, 100 count. All others as required.
Pads, Scouring	7920-00-753-5242	one each aircraft equipped with ovens
Paper, Toilet	8540-00-530-3770	three each passenger aircraft; one each cargo aircraft
Towel, Paper, Pkg	8540-00-262-7178	two each passenger aircraft; one each cargo aircraft
Sponge	7920-00-633-9928	two each C-5, one each all others
Stirring Sticks, P	7340-00-753-5565	25 each passenger aircraft; ten each cargo aircraft
Straws, Drinking	7350-00-444-1323	25 each passenger aircraft
Towelette, Moist	8540-00-782-3554	25 each cargo aircraft; 50 each passenger aircraft
Facial Tissue	8540-00-793-5425	one box each passenger aircraft
Human Waste Clean-up Kit	6515-01-524-9755	one kit

2.146. Transportation Working Capital Fund (TWCF) Equipment and Supplies on Non-TWCF Aircraft.

2.146.1. Fleet Service personnel may issue expendable supplies to non-TWCF aircraft based on mission requirements.

2.146.2. Units will use the AMC Form 4128, AF Form 1297, *Temporary Issue Receipt*, or locally produced form to issue equipment to aircraft. (T-2). Prepare two copies, give one copy to the crew member and maintain the second copy. (T-2). Legibly print name, organization, mission number, tail number, and home station of individual signing for equipment.

2.146.3. If mission will terminate at a non-TWCF station, dispatch will coordinate with ATOC to send a message to aircraft home organization indicating aircraft tail number, name

of individual who signed for items, and request return of items to nearest TWCF location. (T-2).

2.146.4. If mission will terminate at a TWCF station, provide quantity and type of items to be removed from aircraft and returned to issuing station to ATOC for inclusion in remarks section of Mission Load Report. (T-2).

2.147. Supply Function.

2.147.1. Requisitions, stores, issues and controls supplies and equipment required for servicing aircraft. Ensures equipment and supplies are available for issue.

2.147.2. Procure equipment on a custody receipt as authorized in Allowance Standard 758.

2.147.3. Establish and maintain an adequate stock level based on procurement lead-time, consumption data, and projected mission requirements. Preassemble expendable and non-expendable supplies into standard aircraft loads as determined by local management.

2.147.4. Follow proper disposition instruction for repairable or condemned equipment.

2.147.5. Inventory expendable non-expendable equipment using AMC Form 249, *Fleet Service Equipment Record* or locally produced form. The Fleet Service Manager will review the record and reconcile overage and/or shortages. (T-2). As a minimum, the record will include regulated items listed in **Table 2.4**, plus any regulated items unique to a specific station. (T-2).

2.147.6. Order HWCKs through medical supply channels. An equivalent commercial kit may be used. Establish appropriate level of kits based on historical workload and number of aircraft assigned to provide one kit per aircraft. (T-2). Enroute units will maintain appropriate stock levels to replace consumed items (refer to **Table 2.6** below). (T-2).

2.147.7. Home station Fleet Service personnel will use the completed AMC Form 4128 to identify equipment changes at enroute stations to determine course of action.

2.148. Aircraft Cleaning Roles and Responsibilities.Fleet Service.

2.148.1. Locations with Fleet Service are responsible for surface cleanliness of all passenger compartments, latrines, galleys, drawers, and associated passenger comfort equipment.

2.148.2. Clean galley and oven during ground times of 12 hours or more. Remove racks prior to cleaning the oven. Oven racks will be cleaned and returned to aircraft. (T-2).

2.148.3. Items removed from the galley and/or ATGL will be sanitized by food service personnel and placed in plastic bags or cover spouts with plastic to maintain a sanitary condition. (T-2).

2.149. Aircrew. During flight, the aircraft commander is responsible for ensuring aircrew maintains each galley and related equipment, in a suitable sanitary condition.

2.150. Human Waste Clean-Up Kits (HWCK).

2.150.1. Aircrew personnel will accomplish inflight cleanup in accordance with volume three of each mobility aircraft's respective AF manual (e.g., AFMAN 11-2C-130JV3, *C-130J Operations Procedures*, AFMAN 11-2C-17V3, *C-17 Operations Procedures*). (T-2).

2.150.2. ATOC will contact the medical services or bioenvironmental for proper disposal of blood contaminated items, used medical supplies, human tissue, or similar items. (T-2).

2.150.3. When notified by ATOC, Fleet Service personnel will clean any residual fluids and/or waste on the surface areas of the passenger compartment using a HWCK. Items contaminated with feces or urine should be disposed of in accordance with installation and/or host nation procedures. (T-2).

Table 2.6. Human Waste Clean-up Kit Contents, NSN – 6515-01-524-9755.

QTY	KIT CONTENTS	QTY	KIT CONTENTS
1	Re-sealable Clear Bag	1	Protective Apron
1	Pair of Latex-Free Gloves	1	Rinseless Hand Sanitizer Wipe
2	8 X 10 inch All-purpose Reinforced Absorb Towels	3	Iso-Tech Alcohol 14 X 14 inch Wipes
1	Mask with Eye Shield	1	Small Red BIOHAZARD Bag
1	Citri-Zorb Absorb Packet	1	13 Gallon Red BIOHAZARD Bag
1	Scoop and Scraper		

2.151. Contamination Prevention.

2.151.1. At least one vehicle must be designated for garbage and/or waste removal. (T-2). Do not transport food, beverages, or food service items in a vehicle used to transport garbage and/or waste material. If required, prior to using a waste removal vehicle for transporting meals or clean supplies and equipment, thoroughly scrub the vehicle interior with hot soapy water and rinse with 50 parts per million chlorine water solution or in accordance with base medical services/bioenvironmental. (T-2).

2.151.2. As a minimum, the potable water truck tank will be sanitized every 30 calendar days and anytime the vehicle returns from maintenance. (T-2).

2.152. Potable Water/Lavatory Servicing Trucks at Aircraft. At no time will any vehicle be left running while parked and unattended at the aircraft. (T-2). Lavatory servicing trucks and potable water truck are not considered parked while being used to service aircraft inside the circle of safety. Refer to AFMAN 91-203, AFI 13-213, *Airfield Driving*, and AFMAN 24-306, *Operation of Air Force Government Motor Vehicles*.

2.153. Potable Water. Service aircraft potable water systems in accordance with respective 1C-XXX-2 series TO job guide (i.e., use TO 1C-17A-2-12JG-38-1-WA-1 to service C-17 aircraft). (T-0). When an aircraft TO or extract is not available, coordinate with the aircrew or maintenance representative for guidance prior to servicing aircraft potable water systems. Note: If re-servicing, record on AMC Form 65.

2.154. Aircraft Lavatory Fluid. Lavatory fluid will be non-corrosive, potassium free antifreeze/anti-icing lavatory fluid with deodorizer and may be purchased through General Services Administration (GSA) or approved vendor in concentrate or ready-to-use liquid form. (T-2). Note: Follow manufacturer guidelines to reach proper concentrate and water mix ratio. (T-2).

2.154.1. Summer blends may be used in warm climate regions or during summer months. Winter blends or Arctic blend fluid will be used in continuous cold weather locations or when aircraft transit extreme cold weather locations. (T-2).

2.154.2. Aircraft with fresh water latrine systems will be serviced with fresh water only. (T-2). No anti-icing fluid-to-water mixture is required. Aircraft with this system may be required to be drained during long ground times if freezing temperatures are expected.

2.155. Odor Reduction. Ensure an appropriate mixture of GSA approved deodorizer is added to the anti-ice/water solution. Ensure proper deicer/anti-ice and deodorizer levels are maintained with a GSA approved anti-icing fluid to water mixture.

2.156. Air Transportable Galley/Lavatory (ATGL) Roles and Responsibilities.

2.156.1. Ensure ATOC has the ATGL home station three-letter code and 5-digit registration number (e.g., WRI-AF127) when being prepared for aircraft mission(s).

2.156.2. Perform pre and post-flight inspections in accordance with TO 00-20-1-AMC-WA-1, *Aerospace Equipment Maintenance Inspection, Documentation, Policies, and Procedures*, check Air Force Technical Order (AFTO) Form 244, *Industrial/Support Equipment Record*, AFTO Form 245, *Industrial/Support Equipment Record (Continuation Sheet)*, for open discrepancies and annotate AFTO Form 244 with new discrepancies for all post-flight inspections. When power is available, perform operations check in accordance with TO 13B4-4-1, *Air Transportable Galley/Lavatory*. Report discrepancies to aircraft maintenance.

2.156.3. A K-loader is the primary method of transporting, loading and downloading of ATGLs. A forklift may be used as a secondary source in accordance with TO 13B4-4-1 if a K-loader is unavailable.

2.156.4. Maintenance personnel will connect and disconnect the vent hose, oxygen hose, and cannon plug. (T-2). Do not release rail system locks until the vent hose, oxygen hose, and cannon plug are disconnected.

2.156.5. Service the ATGL and clean surface areas in accordance with TO 13B4-4-1. Note: Winterize ATGL when exposed to freezing temperatures.

2.156.6. Coordinate with aircraft maintenance for storage of ATGLs.

2.157. Contracted Aircraft Servicing. Potable water and/or lavatory servicing will be provided to contracted aircraft on a non-reimbursable basis, when requested through ATOC. (T-2). Conduct servicing in accordance with vehicle TO and commercial aircraft potable water and/or lavatory servicing guidance. When commercial aircraft guidance or extract is not available, coordinate with carrier, aircrew, or maintenance representative for guidance prior to servicing aircraft. The contractor is responsible for providing additional antifreeze when a more concentrated solution is required.

Chapter 3

CARGO AND MAIL OPERATIONS

Section 3A—Cargo and Mail Movement Operations

3.1. Overview. This section provides guidance and procedures for aerial port squadrons (APS) and air mobility squadrons (AMS) air terminals to control and monitor movement of cargo and mail throughout the DoD airlift system. These procedures apply to all air terminals and aerial ports of debarkation (APOD) and embarkation (APOE).

3.1.1. Unit commanders may create local OI for day-to-day operations not outlined in AFI 24-605, Volume 5, DTR 4500.9-R, **Parts I, II** or **Part III**. This instruction uses a SharePoint® companion website, located on the non-classified network for maintaining form instructions, examples, and website links. (T-1).

3.1.2. Personnel must be familiar with manual procedures in the event of a GATES outage. (T-2). Manual Alternative Cargo Manifesting-Tool is available on AMC/A4T SharePoint® at <https://eim2.amc.af.mil/org/a4/A4T/RMRC/SitePages/Home.aspx>. For post-processing cargo, contact Remote Manifesting Resolution Center (RMRC) at DSN 312-779-0045 or commercial 618-229-0045; or email org.amca4-70@us.af.mil. Note: RMRC activation does not relieve units from the responsibility of manual manifesting, selection, etc. (T-1).

3.2. Safety. Terminals implement advisories and warnings from numerous agencies to ensure the safety and security of cargo and aircraft. Everyone involved in the movement of cargo have the responsibility to prevent mishaps or mass casualty events. All personnel must be on constant alert for potential mishaps. (T-1). Air terminal leadership ensure all personnel are aware of high hazard areas and known potential dangers. (T-1).

3.2.1. Explosives Safety. Units will perform all explosives operations involving aircraft on/off-load, transportation and in-transit storage of explosives in accordance with DESR 6055.09_AFMAN 91-201, *Explosives Safety Standards*, AFMAN 24-204, *Preparing Hazardous Materials for Military Air Shipments*, and host base instructions. (T-0). Note: All employees involved in explosive operations will be trained in accordance with AFI 91-202, *The U.S. Air Force Mishap Prevention Program*, AFI 90-802, *Risk Management* and a compliant host base approved lesson plan. (T-1). Material handling equipment (MHE) and vehicles used to transport and handle explosives must be in accordance with DESR 6055.09_AFMAN 91-201. (T-0).

3.2.2. General MHE and Vehicle Safety. To ensure general safety when operating MHE and vehicles, air terminal personnel will use the universal hand signals in accordance with AFMAN 24-306, *Operation of Air Force Government Motor Vehicles*. (T-1).

3.2.2.1. Supplemental restraint (chains or straps) will be used to secure cargo whenever required. (T-1). Additionally, supplemental restraint will always be used to secure cargo to the forklift mast frame when using rollerized tines or transporting unstable or irregular shaped objects (lacking symmetry, evenness, or balance). (T-1).

3.2.2.2. K-loader are designed to only carry the operator. No riders are allowed while the vehicle is in motion. During lift or lower motions (elevator mode), load crew personnel (maximum of four) may remain on the K-loader catwalk to expedite cargo loading and/or provide clearance spotting where appropriate (e.g., 747 side loading operations). Personnel must be visible (in operator's view) on the left side catwalk and stay clear of the ladder and extreme ends of the deck (past the final pallet lock and yellow caution line). (T-1).

3.2.2.3. For safety reasons, side loads for the B-747-8 are restricted to the Halvorsen loaders to include elevator operations. Tunner loaders are not authorized for side loads due to the 4" clearance between the rear of the loader and the aircraft wing but may be utilized for bridging operations in the lowered position:

3.2.2.4. K-Loader Fall Prevention and Restraint. All available measures, both passive and active, must be used to ensure safe conditions for all personnel. (T-1). Personnel must pay close attention to and remain aware of all visual cues (e.g., yellow caution lines, chain gates, sliding guardrails), in place to prevent falls. (T-1). A fall restraint harness will be readily available, no further than 10 feet outside aircraft circle of safety, for use at the aircraft during any operation where a K-loader is in use. (T-1). The harness must be worn when working past the last pallet lock or yellow caution line on the back end of the K-loader deck when elevated at or above four feet. (T-1). The wear of harness requirement does not pertain to the transfer area between two K-loaders during bridging operations, between K-loader and aircraft, or between K-loader and highline while performing loading or unloading operations below four feet.

3.2.2.5. Operators are responsible for properly restraining palletized cargo on K-loaders prior to movement to include engaging the emergency pallet stops. When necessary for the operator to remain in the cab of the K-loader, the load team chief (LTC) is responsible for ensuring compliance. All pallets must be locked in place prior to initiating transport. (T-1).

3.2.2.6. Supplemental restraint is required when pallets are not loaded or transported in aerial delivery system configuration (i.e., Patriot Method). When tie-down chains are used for supplemental restraints, the device or chains will be attached to the pallet D-rings. (T-1). Note: Limit maximum restraint per tie-down point to 5,000 pounds. Secure loose ends of all straps and chains to prevent tangling in the K-loader wheels and/or catwalk damage.

3.2.2.7. Do not use K-loader emergency pallet stops as the primary pallet restraint. K-loader emergency pallet stops are a back-up in case primary pallet restraints fail. Emergency pallet stops will not be altered or tampered with during on or off-loading operations. (T-1).

3.2.2.8. Bridging Operations. Maintain a 4-6 inch gap between the K-loaders (bumper to bumper). Avoid bridging K-loaders during rolling stock operations. If absolutely necessary, LTC will conduct a risk assessment to identify potential hazards and procedures. (T-1).

3.2.2.9. Elevator Operations. Engage at least one lock on the left side of all pallets during up or down motion. For center loaded pallets and cargo containers that cannot be locked into the K-loader rails, forward and aft restraint will be applied pallets and cargo containers. (T-1).

3.2.2.10. Aircraft Operations. During active aircraft loading, only unlock the pallet that is currently being moved from the K-loader to the aircraft, keeping all other pallets locked in place. During active aircraft off-loading, offload the aft most pallet from aircraft to K-loader and then lock into place on K-loader, additional pallet(s) may be offloaded and locked in place following same procedure.

3.2.2.11. K-loader to Forklift Operations. Ensure K-loader remains parked in place until the forklift is properly positioned to onload or offload pallet. Additionally, all pallets remaining on the K-loader will be locked in place during operations. (T-1). Ensure emergency pallet stops are engaged prior to pulling the forklift away from the K-loader.

3.2.2.12. On K-loaders with powered conveyors, all pallets can be unlocked and moved together when transferring to a second loader or automated highline docks. This will only be permitted when loaders are positioned under 10 feet in height. (T-1). A spotter positioned on the left catwalk will monitor transfer of pallets from elevator to second loader to stop operation in case of any problem with a jammed pallet or safety concern. (T-1).

3.2.2.13. During concurrent servicing operations, ensure compliance with TO 00-25-172, *Ground Servicing of Aircraft and Static Grounding/Bonding*.

3.2.2.14. Units will establish K-loader parking and traffic flow plans in accordance with [Attachment 7](#). (T-1).

3.2.2.15. Gravity movement of palletized cargo from K-loaders is never permitted.

3.2.3. Scale calibration. Since accurate weight and dimensions are imperative to moving cargo with the DTS, all scales will be calibrated in accordance with Technical Order 00-20-14, *Air Force Metrology and Calibration Program*, or manufacturer requirements. (T-1). In the event this TO and manufacturer requirements are not applicable, then length between scale calibrations will not exceed 180 days. (T-1). Calibration must be set to +/- 1% when no other calibration range is available. (T-1).

3.3. Security Procedures for Cargo and Mail.

3.3.1. Cargo Security. Cargo must be protected against loss, damage, pilferage, and inclement weather. Establish resource protection and general cargo security as outlined in AFI 31-101-O_AMCSUP_AMCGM2020-01, *Integrated Defense (ID)*, and the Integrated Defense Plan. (T-1). Overseas terminals are responsible for providing a sterile area for shipments destined to US possessions in accordance with DTR 4500.9-R, Part V. Certain higher priority cargo categories may require air terminal personnel to provide temporary in-transit storage. This type of cargo will be stored in security cages or rooms with intrusion detection alarm systems when attendants are not present. (T-1).

3.3.2. Mail Security. Registered mail may contain material classified as Secret; therefore, always protect, safeguard, and handle as classified cargo. All registered mail must be safeguarded and provided a complete audit trail within the DTS. (T-1). US citizens, military or civilian, must have a valid National Agency Check, Local Agency Checks and Credit Check for military and Access National Agency Check with written inquiries for civilian on file to handle individual pieces of registered mail. (T-1). Note: Only US citizens, military or civilian, with appropriate security clearance may sign for and take custody of registered mail shipments.

3.3.2.1. When registered mail is in the custody of Air Freight, it is to be secured in accordance with DoDM 5200.01, Volume 3, *DoD Information Security Program: Protection of Classified Information* (T-0). When this requirement cannot be met, post a US citizen, military or civilian, to protect registered mail. (T-0).

3.3.2.2. Registered mail and classified cargo (special handling codes 5, 6, 8, c, and s) should be moved via US military aircraft whenever possible. However, registered mail and classified cargo may be transferred to an AMC contract air carrier without flight deck (pilot and co-pilot) aircrew members providing documentation of a security clearance if the individual signing for the cargo is a US citizen (having in possession a US issued passport).

3.3.2.3. In the rare instances where no member of the flight deck crew is a US citizen or when there will be a known crew change at an enroute station, do not move registered mail and/or classified cargo on that mission. (T-1).

3.3.3. Classified cargo (up to Top Secret) may be transported on contract aircraft without regard to nationality of the aircrew, if the cargo is under the custody of defense courier personnel or properly cleared escorts or couriers.

3.3.4. For other items just requiring hand-to-hand receipt (signature service), there is no requirement to verify US citizenship of the aircrew.

3.3.5. Ordinary mail may be handled by foreign nationals, when designated and authorized in writing by the squadron commander or detachment chief (contract equivalent).

3.3.6. To maintain mail security, all mail received for shipment will be enclosed in mail pouches or sacks and securely fastened by lock, seal and/or other means as identified by the USPS (T-1).

Section 3B—Cargo and Mail Documentation, Packaging, Marking, and Labeling

3.4. Shippers Responsibilities. DTR 4500.9-R, Part II, outlines the movement and establish uniform handling of cargo and mail throughout DTS. Air terminals are designated trans-shippers and do not prepare cargo or documentation for forward movement, this is a shipper responsibility. Shippers are responsible to ensure all cargo and mail tendered to AMC is packed, marked, labeled, and documented in accordance with the DTR 4500.9-R, Part II (T-0). All cargo and mail shipments presented for movement must be properly cleared, packed, marked, labeled, and documented prior to acceptance. (T-0). Hazardous materials shipments without proper certification will be frustrated until corrected. (T-0). Air terminals receiving shipments suspected of not being certified for air transport or airlift eligible are to contact the appropriate airlift clearance authority/customer service branch (ACA/CSB). Note: Specialized shoring for cargo

shipments is the shipper's responsibility. Status of Shipment Requests or Issues: direct all customer inquiries concerning shipment status to the ACA, CSB, Liaison Officer or Traffic Management Office (TMO) in accordance with DTR 4500.9-R, Part II and AFI 24-692 V2, *Cargo Movement*.

3.5. Supply and Transportation Priorities. Shipments will be processed in accordance with DTR 4500.9-R, Part II and III, DoDM 4140.01, Volume 1, *DoD Supply Chain Material Management Procedures*, DLM 4000.25-1, *Military Standard Requisitioning and Issue Procedures*, AFMAN 24-204, Military Standard (MIL-STD)-129R, *Department of Defense Standard Practice, Military Marking for Shipment and Storage*. (T-0). The following are transportation rules that apply to all air terminals.

3.5.1. All originating cargo and mail will be processed as soon as possible, but will not exceed six hours of receipt time. (T-2). All terminating cargo and mail will be processed as soon as possible, but will not exceed 18 hours of receipt time. (T-2).

3.5.2. AMC mission capable/mission capability (MICAP) shipments will be processed immediately for onward movement. (T-1). When releasing to consignee activities or personnel, AMC MICAP will be available to release within 30 minutes after receipt. (T-1).

3.5.3. Transportation priority (TP)-3 shipments are air eligible. The shipper determines if the shipment requires TP-1, TP-2, or routine transportation TP-3. Although DTR 4500.9-R, Part II, Table 203-3 "recommends" TP-3 for surface transportation modes the shipper may elect air as the mode, if warranted. Aerial ports will accept TP-3 cargo which has been cleared into the airlift system by the appropriate ACA/CSB. (T-2). Cargo that has not been cleared into the airlift system will be frustrated back to the appropriate ACA/CSB. (T-2). TP-3 cargo is moved in the same manner as TP-1 and TP-2, in accordance with destination, priority, and system entry time (SET).

3.5.4. TP-4 cargo is non-air eligible cargo that would otherwise move by surface, at surface billing rates in accordance with DTR 4500.9-R, Part II, Chapter 203. TP-4 rates are developed for uniquely identifiable commodities that do not create an additional wartime movement dependency on airlift when moved in peacetime using excess by-product capability. Charges for carrying deferred air freight (TP-4 cargo) are assessed on a per cubic foot basis versus actual weight. All non-air eligible freight and certain retrograde reparable cargo may be moved as filler cargo within the deferred air service capability offered.

3.5.4.1. Air eligible TP-1 and TP-2 cargo will not be moved as TP-4. (T-2). Hazardous materials or shipments requiring special handling will not be accepted as deferred air freight without the shipper or designated representative coordinating prior approval with the ATM or air terminal leadership. (T-2). Any issues that cannot be worked between the shipper(s) and air terminal should be coordinated through the AMC Cargo Operations Branch (AMC/A4TC) prior to movement. The applicability of the TP-4 rates is subject to the availability and allocation of space.

3.5.4.2. Use TP-4 cargo to maximize aircraft utilization. AMC will attempt to move TP-4 meeting TP-3 Uniform Material Movement and Issue Priority System time standards. TP-4 cargo will be maintained on hand for a maximum of 20 calendar days to include weekends or holidays. (T-3). If movement has not occurred at the end of 20 days, the cargo will be frustrated and the air freight officer or superintendent and ACA/CSB will coordinate with the shipper to divert TP-4 cargo to other transportation modes, or to upgrade to TP-2. (T-3). During contingencies and peak workload periods, the air freight officer or superintendent will close air terminal to TP-4 cargo, as necessary, to ensure higher priority, air eligible cargo movement is not delayed. (T-3).

3.6. Cargo Documentation. The primary cargo documentation used by APS and AMS air terminals is the DD Form 1384, *Transportation Control and Movement Document (TCMD)*.

3.6.1. An advanced TCMD (ATCMD) is sent before cargo movement providing preview information on all shipments entering the airlift system. Shippers submit ATCMD information via Cargo Movement Operations System (CMOS), serving base traffic management offices, Financial Air Clearance Transportation System, fax, phone, or email to the ACA. The shipping activity prepares the TCMD in accordance with DTR 4500.9-R, Part II for each shipment prior to entry into the DTS. (T-0). Mail, AMC MICAP, code J baggage, blood shipments, courier materials, SAAM, contingency, and exercise cargo do not require an ATCMD.

3.6.2. Military Shipping Labels (MSLs)/DD Form 1387, *Military Shipment Label (MSL)*. Shippers prepare MSLs to identify cargo within the DTS and attach an MSL to each piece of a shipment. The MSL must have a transportation control number (TCN), consignee DoD activity address code (DODAAC), and piece number. (T-0). These are mandatory for all cargo shipments in accordance with DTR 4500.9-R, Part II. (T-0). If a shipment arrives at the terminal without 2D-bar coded MSLs, coordinate with ACA/CSB for corrective action. The manual DD Form 1387, is only used when there is no automated printing capability or during emergency operations when manual labeling is the only alternative.

3.6.3. US Postal Service (USPS) label 135/136 are postal service labels prepared by the postal activity for each piece of mail entering the DTS in accordance with DTR 4500.9-R, Part II. (T-0). Labels contain information necessary for movement from origin, through each transshipment point, to final destination.

3.6.4. All previous cargo documentation or label will be removed or obliterated prior to acceptance of shipments. (T-1). Reconcile any documentation irregularities with the ACA/CSB prior to accepting cargo.

3.7. Airlift Clearance Authority (ACA). Each service ACA clears cargo shipments prior to entering the military airlift system. The shipping activity or sponsoring authority will furnish the ACA an ATCMD with required prime and trailer data information on each cargo shipment to obtain clearance for movement. (T-0).

3.8. AMC Customer Service Branch (CSB). CSBs at APS and AMS locations are the single point of contact providing liaison among shipper services, ACAs, and air terminal personnel to resolve frustrated cargo issues and hazardous material shipment problems. CSBs are located at Travis Air Force Base, California; Dover Air Force Base, Delaware; Joint Base McGuireDix-Lakehurst, New Jersey; Joint Base Charleston, South Carolina; Naval Station (NS) Norfolk, Virginia; and Joint Base Lewis-McChord, Washington. CSB will also provide a properly authenticated AMC Form 101, *Green Sheet Request*, and prepare DD Form 361, *Transportation Discrepancy Report*, in accordance with DTR 4500.9-R, Part II, Chapter 210. (T-0).

3.9. Discrepancy Reporting. Air terminals will use the web-based program, Web Supply Discrepancy Reporting (WebSDR), for reporting frustrated hazardous material and general cargo shipments due to improper shipper-related packaging, preparation, marking, labeling or documentation. (T-0). Access is available at: <https://www.dla.mil/HQ/InformationOperations/DAAS/Offers/WEBSDR/>

3.9.1. Do not use SDRs for “no-hits” or non-shipper related frustrations (e.g., diplomatic clearances), and/or in lieu of TDR to report commercial carrier or air transportation discrepancies involving astray cargo, shortage, damage, etc., in accordance with DTR 4500.9-R, Part II, Chapter 210. (T-0).

3.9.2. WebSDR reporting is not required for supply discrepancies originating at OCONUS locations.

3.9.3. Reports all frustrated Foreign Military Sales (FMS) shipments to the appropriate ACA and FMS case manager for clearance coordination.

3.9.4. Work with contracting officers and vendors to ensure shipments arriving at the APOE are properly prepared for air movement.

3.10. Truck Dock Operations. Truck dock operations may be performed by traffic management or air transportation personnel. When in-checking cargo consigned to air terminals utilize the checklist from DTR 4500.9-R, Part II, Chapter 209, Figure 209-2. All discrepancies will be reported to the Over, Short, & Damaged clerk. (T-1). The clerk will then accomplish the required TDR, utilizing Global Freight Management’s Discrepancy Identification System application. (T-1).

3.10.1. Place cargo consigned to base supply, tenant, or other base organizations in appropriate base holding bay and contact the respective organization. It is the receiving organization responsibility to pick up shipments in a timely manner. Annotate the delivery date on outbound truck manifest.

3.10.2. If there are any documentation discrepancies, such as missing labels, or improper paperwork or hazardous material documentation, etc., forward the shipment with documentation to the CSB for resolution. Annotate the delivery date on outbound truck manifest.

3.10.3. Place cargo in the appropriate receiving bay to determine the onward shipment modes based upon the priority, classification, destination, weight and dimensions of the cargo. Forward land-bridge cargo to the appropriate APOE using the TWCF fund cite. Opportune airlift may be used if available. For shipments required to be forwarded to CONUS consignees via domestic surface movement, use the applicable transportation accounting code (TAC). If the TAC used for airlift cannot be used for onward movement, utilize Tracker Lite system for the appropriate TAC. If no TAC code can be found, contact the ACA/CSB for the correct fund cite.

3.11. Inbound Cargo and Mail Receipt. Air terminals will ensure all inbound commercial/government bill of ladings, waybills, TCMDs, and manifests are annotated with the Greenwich Mean Time (GMT) hour code and the last two digits of the Julian date of receipt. (T-1). Originating cargo and mail will have an original and duplicate TCMD or listing with trailer information attached. (T-1). The time and date entered in this field starts possession time and also establishes SET. The duplicate copy of the TCMD or listing will be signed and returned to the carrier as a receipt. (T-1). Use the original TCMD to process the shipments into the DTS.

3.11.1. Receipt for registered mail using the TCMD or manifest as a hand-to-hand receipt.

3.11.1.1. Personnel receiving registered mail must check the TCNs and register numbers against the TCMD or manifest, sign one copy of the document and return it to the individual releasing the registered mail. (T-1).

3.11.1.2. Personnel receipting for registered mail will sign full name, grade, organization, and legibly print full name below the signature. (T-1).

3.11.1.3. Truck manifests used as a receipt for terminating registered mail have the same retention period as air inbound registered mail manifests in accordance with AF Records Disposition Schedule (RDS).

3.11.2. Receipt for personal property code J/direct procurement method (DPM) baggage or code T/household goods code J/DPM baggage is unaccompanied baggage moved as TP-2 cargo. Code J baggage may be offered to the aerial port as loose cargo requiring palletization for onward movement or may be palletized by contract port agents. DPM baggage is offered to the aerial port as loose cargo requiring palletization for onward movement. Pure code J pallets contain shipments handled/palletized by a single port agent at the APOE; no additional cargo should be added to these pallets. Mixed code J pallets contain shipments handled by multiple port agents at the APOE. Maintain personal property shipment integrity when possible.

3.11.2.1. Aerial ports that do not generate enough code J/DPM shipments may mix general cargo on port-built pallets.

3.11.2.2. General cargo and code J/DPM will be separated by using plastic covers or a suitable substitute inserted between shipments. (T-1). In no instance, will code J/DPM and hazardous cargo be mixed. (T-1). Note: Aerial port personnel will strive to build pure code J/DPM pallets, whenever possible.

3.11.2.3. If code J baggage is held in the port for five days due to inadequate airlift, the ACA/CSB/air freight officer/superintendent or equivalent, will upgrade the priority of the baggage from TP-2 to TP-1. (T-1). The responsible authority will upgrade the shipment priority within the GATES to allow proper load selection by load planning personnel. (T-1).

3.11.2.4. Code T shipments (airlift of household goods) are advanced from the Defense Personal Property System to the Financial Air Clearance Transportation System as TP-2 cargo. Every effort should be made to maintain shipment integrity. When the personal property shipping offices have pre-coordinated approval with the air terminal, they may offer a specific allocation of code T/household goods as TP-4 cargo for opportune movement, and should advise service ACA to ensure applicable transportation priority is applied.

3.11.2.5. Household goods shipped to hard-lift areas will always be moved as TP-2 cargo. (T-1). Hard-lift areas for household goods are identified in AFI 24-602 V2, *Cargo Movement*, [Attachment 7](#) the AF supplement to the Joint Federal Travel Regulations.

3.11.2.6. When household goods shipments for civilian employees that have exceeded 20-day window for TP-4 shipments, contact the servicing joint personal property shipping office for status of shipments and onward movement determination in accordance with Joint Transportation Regulation provisions.

3.11.2.7. Ports must ensure proper customs documentation is received for and accompanies each personal property shipment to final destination. (T-1). Some overseas countries require unique customs documentation. Contact the local ACA/CSB or TMO for specific requirements.

3.11.2.8. Air terminals will ensure fiberboard all personal property code J/DPM baggage or code T/household goods code boxes/crates built on 463L pallets are elevated (i.e., wooden skids), off the pallet surface to ensure items remain dry. (T-1). All personal property shipments will have two serviceable plastic pallet covers secured under the net-set. When possible personal property shipments will be stored indoors and protected from inclement weather. When stored outdoors or transported during inclement weather, an additional dry and serviceable pallet cover (third) will be secured over the net-set. (T-1).

3.11.2.9. Overseas ports must ensure a DD Form 1252/1252-1, *U.S. Customs and Border Protection (CBP) Declaration for Personal Property Shipments* [Parts I & II](#), is received for each personal property shipment terminating in the customs territory of the US (CTUS) in accordance with DTR 4500.9-R, Part V. (T-0).

3.11.2.10. For international commercial/government bill of lading shipments (code T/code J) ensure the name of the carrier and commercial/government bill of lading number are marked on household goods containers and loose code J shipments. For pure code J pallets, pre-built by carriers, ensure the name of the carrier and commercial/government bill of lading number are clearly identified on the pallet.

3.11.3. Transportation Accounting Code (TAC). All cargo accepted at air terminals for movement must have a valid TAC assigned at origin and applied to the shipment until the cargo reaches its final destination. (T-1). Although AMC will not bill the individual TAC for airlift on contingency missions, the TAC must be valid for accounting purposes and to ensure continued movement of the cargo outside the theater, if/when necessary.

3.12. Processing Cargo and Mail. Precedence of cargo and mail to be processed is determined by the destination, transportation priority, and SET. SET is established when a shipment enters the DTS (receipt time). Use cargo movement priority and movement indicators (e.g., 999, N, E, 777, 555, 444 or required delivery date (RDD)), to determine which shipments to process first when the SET is equal.

3.12.1. Check cargo and mail against the accompanying documents to ensure each shipment unit is complete and properly documented.

3.12.2. Perform a visual inspection of all cargo and mail to ensure it is packed, marked, and labeled in accordance with DTR 4500.9-R, Parts II and III, to include containerized loads (container express (CONEX), military van (MILVAN), tactical shelter, internal slingable unit (ISU), etc.). All containerized loads will be inspected to ensure internal contents are secured, no undeclared hazardous material is present, no potential leaks are detected and all compatibility/segregation requirements have been met. (T-0).

3.12.3. Ensure outside dimensions, axle weight, center of balance (CB) markings and weight of all items are correct. (T-0). CB computation instructions are provided in DTR 4500.9-R, Parts II and III.

3.12.4. Segregate cargo and mail (originating or in-transit) in the appropriate terminal bay or pallet location for movement. Annotate the appropriate two-digit air cargo and mail bay warehouse location for loose shipments, or assign a pallet identifier for items being palletized in the appropriate field on the TCMDs.

3.12.5. Personnel will perform cargo in-check inspections at originating, enroute and terminating stations. (T-1). At a minimum, perform visual inspection to include serviceability of the container, pallet, net-set, plastic covers, exterior packaging and any noted damage. For pre-built pallets, removal of the nets and plastic should not be necessary unless water damage is suspected. Special care will be given to personal property shipments to ensure proper protection from the elements while in the DTS. If wet or damaged cargo is found within DTS, follow established policy in this instruction.

3.12.6. Air terminals will not split shipments after receiving shipments in DTS unless it is necessary for palletizing purposes or because a single shipment exceeds airlift capability of a single aircraft. Maintain shipment integrity when shipments are split because entire shipment cannot fit on a single pallet. Movement of split shipments that exceed single aircraft capability on the minimum number of aircraft possible.

3.12.6.1. Make every effort to maintain integrity for personal property shipments however these shipments may be split shipped to achieve optimum aircraft utilization. When split shipments of personal property occur, the remaining increments should move on the next available aircraft.

3.12.6.2. When it is necessary to split shipments, compute the number of pieces, weight and cube of each portion of the shipment and update GATES. Make changes on the MSL to reflect the corresponding split and verify the weight of each piece. Reprint new MSL for each piece.

3.12.7. Follow inspection and processing procedures outlined in AFMAN 24-204 and DTR 4500.9-R, Part II for hazardous shipments. (T-0).

Section 3C—Pallet Build-Up

3.13. Pallet Build-Up Overview. The 463L air cargo pallet, type HCU-6E, is used within DTS. For detailed instructions concerning handling, inspection, maintenance, care, and storage of 463L pallets and associated net sets, see TO 35D33-2-2-2, *463L Air Cargo Pallets*, and TO 35D33-2-3-1, *Maintenance and Repair Instructions Air Cargo Pallet Net* (T-0). Management of 463L pallets and nets is contained in DTR 4500.9-R, Part V and AFI 24-605, Volume 5.

3.13.1. Prior to usage, all 463L pallets must be thoroughly cleaned and inspected (top & bottom) for missing and cracked D-rings, warping, exposed core and/or extreme delamination. (T-0).

3.13.2. Before stacking cargo or mail on 463L pallets, ensure the pallet supported on rollers, pallet dolly and/or appropriate 3-point dunnage. (T-0). Note: All wooden dunnage and components destined for export must be wood packaging material approved. (T-0).

3.13.3. Palletize cargo or mail by destination, movement indicator and SET within movement priority. The earliest SET of the highest priority shipment on the pallet establishes the pallet SET. To the greatest extent possible, build each cargo or mail pallet for one destination. However, to fully utilize a pallet (especially for low volume channels), air terminal personnel may combine cargo and mail for multiple destinations to ensure timely movement keeping in mind the goal is to avoid needless pallet breakdown and cargo rehandling as shipments moves through DTS.

3.13.4. Precision Loading. The goal of precision loading is to increase aircraft utilization by increasing pallet utilization by weight or cube. Cargo processors should strive to obtain at least 90% of a pallet's max weight and/or 80% of its cube, by module in accordance with specific goals located on the AMC/A4TC SharePoint®.

3.13.4.1. Pallet weight/cube goals apply to general cargo within the DTS; however, cleared and compatible hazardous material shipments can be capped with general cargo to assist in meeting weight/cube goals.

3.13.4.2. Palletizing by destination, priority and SET is still the rule, however, if increased pallet utilization can be achieved, cargo processors have the authority to aggregate cargo and deviate from First In/First Out (FIFO) requirements where it makes sense.

3.13.4.3. To ensure maximum aircraft utilization, pallets must be built close to mission departure in accordance with load planning direction unless cargo bays have met maximum capacity or cargo bay location(s) contain non-stackable cargo commodities. Note: If cargo bays have met maximum capacity or cargo bay location(s) contain non-stackable cargo commodities; cargo processors should contact load planning to ensure they are palletizing for the correct pallet module. This ensures cargo processors are palletizing overflow and non-stackable cargo to meet forecasted aircraft requirements.

3.13.5. The expeditious movement and delivery of TP-1 shipments with movement indicators is dependent upon available airlift and priority processing. In order to maximize aircraft utilization and reduce processing times, single priority pallets should be built to the maximum extent possible.

3.13.6. Maximize efforts to move loose MICAP and TP-1 shipments with movement indicators to the point that will avoid a delay on mission departure. Note: Separate cargo or mail on multiple destination pallets to be off-loaded at enroute stops by destination, using plastic covers or a suitable substitute inserted between each destination to permit rapid identification.

3.13.7. Pure pallets are defined as a pallet which contains only shipments destined to a single DODAAC or a supply support activity as specifically outlined in a published Combatant Command Route Plan located on AMC/A4T SharePoint®. Pure pallets are shipped beyond the APOD to the end user.

3.14. Cargo Palletization. Pallets should be built to optimization movement. Build pallets for maximum pallet utilization. Pallet utilization may be limited by aircraft and weight limitations and cargo loading characteristics. Contact Load Planning for additional direction or to maximum pallet capacity.

3.14.1. Load dense cargo and crated/boxed cargo on the pallet first.

3.14.2. Ensure cargo is stacked with no gaps and distributed evenly.

3.14.3. Place crushable and light density cargo on top of the load, or use as filler cargo around the high-density or crated/boxed cargo.

3.14.4. Monitor stacking to ensure cargo overhang is limited.

3.14.5. Stack mail and other items without definite shape to minimize shifting on the pallet.

3.14.6. Evenly distribute heavy items from the center of the pallet outward.

3.14.7. When barrels, drums or other unstable items are stacked more than one high, place plywood or other similar material between each stack. Use material thick enough to prevent the cargo from shifting.

3.14.8. Use plywood or similar material to protect the pallet surface when cargo has sharp edges.

3.14.9. When the pallet is assembled in the desired configuration, cover the contents with a plastic pallet cover. Except for the following types of specialized cargo, plastic covers will fully cover the pallet to protect the contents from the elements.

3.14.9.1. Subsistence Items. Do not place plastic covers over subsistence items (e.g., dairy products, vegetables, fruits), received and shipped in multi-wall, wax impregnated, corrugated fiberboard boxes. (T-2). However, when subsistence items are shipped in other containers, place plastic covers over top net set (not under net set) and hold in place with straps; ensure cover allows room for ventilation. (T-2).

3.14.9.1.1. In extremely cold climates, plastic covers must be placed over the entire pallet to protect subsistence items from inclement weather. (T-2).

3.14.9.1.2. During hot weather, subsistence items may require ventilation to prevent spoilage. If the plastic is allowed to cover the entire pallet, trapped gases (normal respiration) of fruits and vegetables can cause rapid ripening/spoilage of the produce. Store pallets inside a cool, well ventilated area to the maximum extent possible.

3.14.9.2. Personal property shipments require additional plastic versus the standard one pallet cover. When palletizing, port agents will ensure shipments have two serviceable plastic pallet covers secured under the net set. (T-2). When receiving palletized personal property shipments from commercial carriers for entry into DTS, inspect the pallet covers for tears or rips. If found, replace as soon as possible with new pallet covers. Stations will make every effort to store personal property shipments in covered storage facilities to protect from inclement weather. When all other resources have been exhausted and personal property shipments must be temporarily stored outside, air terminals will utilize an additional dry and serviceable pallet cover (third) secured over the net-set. (T-2). Alternately, air terminals may purchase a reusable industrial grade reinforced pallet cover that is tear resistant, ultraviolet resistant, water/mildew proof, with reinforced corners and seams. Procurement and sustainment of these reinforced covers is unit funded.

3.14.10. Inspect tie-down equipment and nets used to restrain cargo for damage. Note: Do not use equipment when cuts, fraying, missing components, etc. are identified.

3.14.11. Compute tie-down requirements and attach tiedown equipment in pairs (i.e., if devices/chains are used on one side of the pallet, use an equal number of devices/chains on the opposite side). Different materials have varied rates of elongation; therefore, devices must be of the same type and have equal lengths.

3.14.12. Do not mix chains and straps to provide restraint in the same direction.

3.14.13. Devices should be snug and final tightening accomplished after the pallet is loaded aboard the aircraft. Pallet warping may occur when devices are overtightened.

3.15. 463L Pallet Capabilities. A single 463L pallet restrained with a full net set has a maximum total weight limit of 10,000 pounds.

3.15.1. Do not attach top and side net hooks directly to webbing material of the nets. Attach the hooks to the highest level of rings on or near the top of the cargo, leaving enough space to tighten the top net.

3.15.2. If highest level of rings do not provide enough restraint, use middle set of rings. Tighten nets and stow loose ends to prevent interference during aircraft loading operations.

3.15.3. When using a pallet for low profile, bulk/high density cargo then side nets may be used for restraint without the top net provided the side nets are pulled tight and secured with tie-down straps. Use a minimum of seven straps, four longitudinal on the 108" side and three lateral straps on the 88" side. Connect the straps to the highest level of side rings on or near the top of the cargo.

3.15.4. When low profile cargo and mail does not permit the use of side nets, the top net will provide restraint in all directions provided the pallet does not exceed a height of 45 inches or net weight of 2,500 pounds. If the 2,500 pounds weight is exceeded, restraint limitations to determine the amount of straps (CGU-1/B) or chains (MB-1/MB-2) to provide proper forward, lateral, and aft restraint can be found in the appropriate aircraft loading manual, TO 1C-XXX-9 (e.g., use TO 1C-17A-9, *Loading Manual*, to determine criteria for C-17 aircraft).

3.15.5. Bulk Shipping Empty 463L Pallets. Pallets may be stacked to a maximum of 20 pallets, excluding the base support pallet.

3.15.5.1. Separate the first pallet from the base support pallet with three longitudinal or lateral rows of lumber/dunnage (4 inches by 4 inches by 88 inches, commercial grade) placed equal distance apart laterally or by placing four wooden warehouse skids of equal thickness to cover the entire surface of the base pallet.

3.15.5.2. Secure pallet stacks with side and top nets or side nets and straps.

3.15.5.3. Side nets must be cinched as tightly as possible to prevent snagging on the K-loader/aircraft restraint rails.

3.15.5.4. For stacks of six or more empty pallets, use nets for restraint; five or fewer pallets may be restrained with cargo straps or chains. When using sides and straps for less than 20 pallets, ensure ratchets are placed on the top of the pallet.

3.16. Deployment/Redeployment of Damaged Internal Slingable Units Containers. Damaged internal slingable units (ISU) containers will not be accepted for channel movement except when empty and being returned for repairs. (T-1). Place damaged ISU containers on a base support pallet separated by three longitudinal rows of dunnage or four warehouse skids (if dunnage is not available). The ISU container must be secured to meet aircraft tie-down restraint criteria and aircraft roller limitations. (T-1). When transporting damaged ISU containers pay close attention to clearances when approaching aircraft. It is not necessary to empty the containers of contents as long as the contents are non-hazardous and can be safely secured and accessible during flight.

3.17. Pallet Trains. When it is necessary to use more than one pallet when shipment exceeds usable dimensions of a single pallet, units can marry multiple pallets together as a pallet train. Use aluminum pallet spacers in accordance with TO 35D33-2-2-2 to create a pallet train. (T-1). Prior to marrying pallets, give consideration to units' ability to handle pallet trains at all originating, enroute, and terminating stations. Note: Do not mix KC-10 and standard pallet couplers on the same pallet train.

3.17.1. Assemble trains on rollerized surfaces (e.g., high-line docks, rollerized flatbeds), capable of supporting the gross weight of the pallet train load. The rollerized surfaces must also be accessible to the conveyance used to transport the pallet train to the aircraft.

3.17.2. When possible, place long items on pallet train in a manner to evenly distribute the weight across all pallets. Use dunnage to help distribute the weight evenly. Add dunnage weight to the tare weight. Note: Mark trains with additional labels (e.g., CB, side or top heavy).

3.17.3. Determine if maximum pallet weight exceeds aircraft roller limitations found in the applicable aircraft TO 1C-XXX-9.

3.17.4. When possible, place protective plastic covers over contents on the train.

3.17.5. When unstable items are stacked more than 45 inches high, use plywood or other suitable material to prevent cargo from shifting. Use a restraint barrier for forward and aft restraint (3/4-inch plywood) for loose heavy items such as lumber, pipe, long boxes, etc. Additional layers may be needed to adequately restrain these items. Include these items in tare weight.

3.17.6. Use chains and devices for large items, such as canned engines or wheeled equipment.

3.17.7. Use a chain bridle with restraint barriers for heavy items exceeding the weight limitation specified in the aircraft loading manual TO 1C-XXX-9, such as large boxes or reels.

3.17.8. Top and side nets are permissible for use on two and three pallet trains within weight limitations listed in the aircraft TO. This method allows filler cargo to be moved on pallet trains for enhanced utilization.

3.18. Center of Balance (CB) Marking. Marking the center of balance CB is not necessary on single 463L pallets. If pallets are built correctly the CB will be at, or near the center. Clearly mark the CB on both sides for all items of cargo that meet the following criteria:

3.18.1. All pallet trains.

3.18.2. All vehicles/rolling stock.

3.18.3. Any item with a CB at a point other than its center.

3.18.4. Any item 10ft or longer.

3.18.5. The vertical stroke of the “T” marking will show the CB in inches from forward front end (utilize arrow to display direction). (T-1). The horizontal stroke of the “T” marking will show the total gross weight. (T-1). For vehicles with the capacity to carry cargo load. The CB marking must show if CB was calculated when vehicle was empty or loaded (annotate “empty” or “loaded” on T marking). (T-1). CB formulas can be found in DTR 4500.9-R, Part III, Appendix P. (T-0).

3.19. Pallet Weighing, Measuring and Storing. Weigh each originating loaded pallet to determine the total weight of the pallet (i.e., contents, nets and pallet). Annotate this weight on the DD Form 2775, *Pallet Identifier*, and enter it into GATES for in-transit visibility (ITV) as the gross weight. If the terminal is not equipped to weigh pallets, total the weights of the contents of the pallet (net or documented weight) and the weight of the pallet and nets. Note: Straps, chains, and devices are included as normal aircraft equipment, and therefore are treated as zero weight.

3.19.1. The standard weights for 463L pallets and nets are as follows: One empty 463L pallet weighs 290 pounds. One set of side nets weighs 44 pounds. One top net weighs 21 pounds.

3.19.2. Shoring/dunnage and fore and aft restraint barriers will be weighed and included in the tare weight. (T-1).

3.19.3. All heights are measured from the upper surface of the pallets. The maximum weight/stacking height of netted cargo or mail on a single pallet is 96 inches for a 10,000 pound shipment (or 100 inches for 8000 pound shipment). The maximum height limitation depends on the type of aircraft.

3.19.4. Storing Pallets. Built cargo pallets will be placed in appropriate/assigned grid locations. (T-1). Use inside storage facilities for explosives only if building is approved by the host base safety office. Under certain conditions, if approved, outdoor storage may be authorized in accordance with DESR 6055.09_AFMAN 91-201, but usually explosives are stored in secured holding locations and/or ammunition depots. (T-0). Other hazardous materials may requiring cool/ventilated storage protection similar to that required for explosives. Coordinate with installation safety and security forces to ensure minimum security requirements are met when using outdoor storage.

3.20. Pallet Identification (Pallet ID). GATES assigns unique pallet IDs to each originating pallet, pallet train, and each piece of rolling stock. Pallet IDs are six characters: 1st three characters are the aerial port code of the location that built the pallet. The 4th and 5th characters are alpha/numerical (I, O, and 0 are not used); the last character (6th position) is always an alpha character (I and O are never used). Note: Alphas "I" and "O" and numeric "0" will not be used. Manual terminals will maintain a tracking system to ensure pallet IDs are not duplicated. (T-1).

3.21. DD Form 2775, *Pallet Identifier*. Prepare two copies of DD Form 2775 to identify all built movement ready cargo and/or mail. Place the form inside interlocking closure plastic bags and attach the copies to the upper left hand corner at eye level (when pallet height permits), one on the 88-inch side and one on the 108-inch side. Entries on the form are self-explanatory and will comply with the following: Enter POE and POD codes in letters as large as possible to make the entries visible from a distance when pulling pallets for a load.

3.21.1. Annotate the highest priority cargo on the pallet (e.g., "9" [999], "G" [General], "S" [Special Handling] or "GS" [Green Sheet] "PS" [Purple Sheet]) in the miscellaneous information block. Also include pallet height in this block. Note: This form must never reflect the words "classified," "small arms/weapons," "munitions," or other highly sensitive items by name. (T-0).

3.21.2. Annotate the number of straps, chains, devices, and net sets used on a particular pallet or pallet train in the appropriate blocks.

3.21.3. Complete the scale weight certification block by legibly printing the name and grade of the individual weighing the pallet.

3.22. Pallet Invoice/Listings. Prepare pallet invoices for each pallet of cargo and/or mail. Pallet invoices will consist of pallet listings at automated stations and the AMC Form 39, *Pallet Invoice*, at non-automated stations. (T-1). Prepare pallet invoices in duplicate. Place the duplicate copy in the plastic envelope with the DD Form 2775. The original copy of the pallet invoice is used by the load planner for selecting and planning mission loads. Pallet invoices will be filed in Load Planning and kept for 30 days after the pallet has departed, and then disposed of in accordance with the AF RDS. (T-1).

3.23. Active Radio Frequency Identification (aRFID) Tags. An aRFID tag is used to provide ITV to cargo within the DTS. Unit cargo moved in accordance with DTR 4500.9-R, Part III will be tagged by the owning unit. (T-1). aRFID will not be generated for the following cargo:

3.23.1. aRFID tags are not required for “port-to-port” built pallets and rolling stock. Per DTR 4500.9-R, Part II, “Port-To-Port” built pallets and rolling stock are defined as a pallet (Single or Multi-train) or rolling stock originated (Capped/Pallet ID Assigned) at an APOE and terminated (Uncapped/Pallet ID Deleted) at an APOD with no stops in between. (T-0). Note: Combatant commanders’ policy may override the DTR language change if operations warrant the use of Radio Frequency Identification (RFID) tags (e.g., CENTCOM).

3.23.2. Originating sustainment/retrograde pallets/rolling stock destined to locations not supported by RFID interrogators.

3.23.3. Palletized household goods, unaccompanied baggage, Defense Courier materiel, rations, 463L assets, Denton Amendment cargo, classified mail, and jingles shipments.

3.23.4. In-transit or unit move cargo that does not already have an aRFID tag attached.

3.23.5. Prior to assigning the aRFID tag, ensure the aRFID tag is operational by removing the battery and reinserting it. The aRFID tag should go through a series of beeps. If no beeps are heard, the battery must be replaced with a new battery. (T-2).

3.23.6. Once the aRFID tag is assigned, attach the tag to the pallet netting using two nylon tie wraps (self-locking strips, NSN: 5975-00-899-4606), preferably in a vertical orientation. Attach the tag near the top left corner of the pallet, on a side containing a pallet placard.

3.23.7. Each air terminal will maintain a minimum stock level quantity of aRFID tags and batteries. (T-2). This stock level is based on the port’s historical rate of pallets built during the past six months and should sustain the port for 60 days. When tags are stored, reverse the tag battery in its compartment to “turn off” the tag.

3.24. Storage Grid and Bay Locations. Air terminals will establish a storage grid location system based on facilities, volume of cargo, and storage space using [Figure 3.1](#) and [Figure 3.2](#) as templates. Local air terminal management will establish procedures to ensure timely movement to final destination. (T-3).

Figure 3.1. Standard Pallet/Bay Location System.

Pallet Areas	
General cargo and mail	Areas 1 through 7
Special Handling materials	Areas 8 and 9
Security/signature service materials	Area 8
Hazardous materials	Area 9
Bay Locations	
Security/signature service	Bays 01-04
Shipments requiring refrigeration	Bays 05-08
FSS/MICAP/VVIP shipments not requiring special handling (not signature service, reefer or hazardous)	Bays 09-10
Hazardous Materials by Category	
Explosives (Class 1.1, 1.2, 1.3, 1.4, 1.5, 1.6)	Bays 11-17
Courier cargo	Bays 18-19
Reserved for Future Use	Bays 20-21
Compressed gases (Class 2)	Bay 22
Flammable liquids (Class 3)	Bay 23
Flammable solids (Class 4)	Bay 24
Oxidizing substances (Class 5)	Bay 25
Poisonous liquids and infectious substances (Class 6)	Bay 26
Radioactive materials (Class 7)	Bay 27
Corrosives (Class 8)	Bay 28
Miscellaneous dangerous goods (Class 9)	Bay 29
Oversized/outsized loose hazardous cargo	Bay 30
Other Shipment Categories	
Loose cargo/ordinary mail shipments	Bays 31-90
Oversized/outsized loose cargo	Bays 91-95
Frustrated Shipments	
General cargo bay	Bay 96
Oversized cargo	Bay 97
Reefer	Bay 98
Security cage	Bay 99

Figure 3.2. Pallet Areas/Locations.

PALLETIZED GERNERAL CARGO/MAIL									
1A01	1A02	1A03	1A04	1A05	1A06	1A07	1A08	1A09	1A10
1B01	1B02	1B03	1B04	1B05	1B06	1B07	1B08	1B09	1B10
PALLETIZED SECURITY/SIGNATURE SERVICE									
8A01	8A02	8A03	8A04	8A05	8A06	8A07	8A08	8A09	8A10
8B01	8B02	8B03	8B04	8B05	8B06	8B07	8B08	8B09	8B10
PALLETIZED HAZARDOUS MATERIALS									
8A01	8A02	8A03	8A04	8A05	8A06	8A07	8A08	8A09	8A10
8B01	8B02	8B03	8B04	8B05	8B06	8B07	8B08	8B09	8B10
OUTSIZED LOOSE CARGO									
Bay 91		Bay 92		Bay 93		Bay 94		Bay 95	
LOOSE CARGO/MAIL BAY LOCATIONS									
SECURITY CAGE 01-04			REEFER 05-08		HAZARDOUS CARGO 22-29			OD MAIL 35	

Section 3D—In-transit/Terminating Cargo and Mail.

3.25. Intransit Cargo and Mail. Handle loose in-transit cargo and mail the same as originating. For manual procedures, change the receipt and in-check times on TCMD or manifest records to match aircraft arrival and actual in-check times.

3.25.1. Do not change the APOE on the TCMD record unless the cargo or mail was received on a non-TWCF mission. In this case, change the APOE to indicate the station processing the shipment and change the APOD to indicate the final AMC destination. This change is necessary to ensure billing occurs for each segment of movement.

3.25.1.1. An example to this rule would be a shipment originates at Dover (airport code: DOV) Delaware and the final destination is Sinop (airport code: SIO) Turkey. The APOE indicated on the documentation is DOV and the APOD is Adana (airport code: ADA). When the shipment reaches ADA, change the APOD to indicate SIO.

3.25.1.2. The APOE should not be changed when a shipment originates at Travis (airport code: SUU), the final destination is Ramstein (airport code: RMS) and the shipment is land-bridged from SUU to DOV. Dover would not change the APOE to indicate DOV since billing has already occurred from SUU to RMS.

3.25.2. Inspect all cargo and mail pallets to verify documentation and the information on the original DD Form 2775 is correct. Re-placard if necessary.

3.25.3. Manually check cargo and mail against the accompanying documents to ensure each shipment unit is complete and properly documented. Perform a visual inspection of all cargo and mail to ensure it is packed, marked, and labeled in accordance with DTR 4500.9-R, Part II. (T-0).

3.25.4. For cargo that originates from non-AMC locations perform the following quality checks on at least 10% of cargo received for each mission:

3.25.4.1. Re-measure outside dimensions for over/outsized cargo.

3.25.4.2. Re-measure/weight and re-calculate center of balance (CB) for items requiring a CB.

3.25.4.3. Re-weigh pallets or items over 1,000 pounds or when weight discrepancies are suspected.

3.25.4.4. Correct all markings and re-accomplished placards as required.

3.25.5. For cargo and mail originating from AMC-owned or controlled locations, verification is not necessary, unless an obvious discrepancy is detected (e.g., documentation does not match marked or placarded weight).

3.25.6. Refer discrepant shipments and reconcile all irregularities with the ACA/CSB prior to reacceptance into DTS (e.g., packing, marking or labeling).

3.26. Land-bridge Cargo Procedures. Land-bridge cargo is cargo moving by commercial air or surface transportation from one port to another where GATES capability exists on both ends without having to use the truck out manifest function. An example would be shipment arrives at Dover Air Force Base, Delaware, with the ultimate destination of Yokota Air Base, Japan. The shipment could move via land-bridge to Travis Air Force Base, California.

3.27. Terminating Cargo and Mail. Segregate and position cargo by destination, consignee, priority, etc. For manual procedures, annotate the appropriate TCMD field with the two-digit bay warehouse location. Manual stations will enter the GMT hour code and last two digits of the Julian date in the date shipped field of the TCMD when the cargo and mail is completely processed for turnover to the receiving agency. (T-1). Remove aRFID tags attached to the pallets when the nets are removed. Flip the battery, rendering the tag inoperable, until it is ready to be reused. Reuse these tags to the greatest extent possible. Note: Do not remove aRFID tags from pallets that retain capped status for movement beyond the APOD. If a pallet containing a tag is "uncapped," and the cargo configuration is changed, rewrite the tag with the newest pallet information when the pallet is recapped. (T-2).

3.28. Cargo and Mail Inventory. In order to reconcile transportation records (including the GATES database) with cargo and mail actually on hand, air terminal personnel will conduct a daily physical inventory of all cargo and mail. (T-1). This action can be in conjunction with Load Planning and Special Handling section inventories; overall goal is to accurately account for all mail and cargo currently at air terminal. In addition to on hand count, personnel conducting inventory will also quality control checks to verify physical location of cargo in relationship to GATES locations. (T-1). Personnel will also validate the physical appearance of cargo looking for leaks, damage, and unacceptable condition of packages. (T-1). Note: Air terminals not manned for 24/7 operations do not have to perform inventory on days of non-operation.

3.28.1. Inventory the security cage and transfer accountability at each shift change utilizing the AMC Form 214, *Security Cage Log and Inventory*.

3.28.2. Security cage inventory will be jointly accomplished by the outgoing and oncoming shift members for 24/7 operations. (T-1). Single shift operations will inventory the security cage twice daily, once at the beginning and once at the end of the duty day. (T-1). Two shift operations will inventory the security cage once at the beginning of the first shift, jointly at shift change, and once at the end of the second shift. (T-1). Note: An inventory of the security cage or the explosive storage area is not required on days of non-operation.

3.28.3. Inventory the explosive storage area at the beginning and end of each shift or when there are signs of tampering.

3.28.4. AMC tenant units with explosives stored in host munitions facilities and geographically separated AMC controlled explosive storage locations are not required to be inventoried daily, unless facility is entered. However, at a minimal, the inventory must be conducted once a week. (T-1).

3.28.5. The physical inventory of cargo and mail will encompass the entire cargo inventory. (T-1).

3.28.5.1. The special handling section is responsible for conducting the inventory of all special handling cargo and registered mail (cargo and mail that has been receipted for by TMO, postal authorities or consignee but still located in the terminal is exempt from inventory).

3.28.5.2. A copy of the terminating cargo and mail inventory will be maintained by Air Freight or Traffic Management at locations with truck dock functions for a period of 30 days to provide historical port data. (T-1). Dispose of all documents in accordance with the AF RDS.

3.29. Release of Cargo and Mail to Consignee Representative. Use the TCMDs, quick release document, truck manifest or other automated listing for a receipt on all cargo released to TMO or other consignees. Legibly printed names and signatures are required for accountability of all cargo released from the port activity.

3.29.1. At enroute air terminals where TMO is under separate operational control and geographically dislocated, Air Freight will obtain an official written communication from all consignee activities that include the name, rank, and organization of individuals authorized to pick-up general cargo. (T-1). Include the security clearance of personnel authorized to pick-up classified, signature service cargo and registered mail. A DD Form 577, *Appointment/Termination Record-Authorized Signature*, local forms or letter will suffice. (T-1). NOTE: Only US military and US civilians with the appropriate security clearance may sign for classified shipments and take custody of them.

3.29.2. Authorizations are effective for two years from issue date.

3.29.3. Enroute stations air freight will establish procedures to ensure outdated authorizations are deleted each month. (T-2).

3.29.4. Local management will determine when to return outdated authorizations to issuing organization with instructions that a new consignee authorization is required. (T-2). Organization commanders authenticate consignee authorization letters or forms. Note: Unit mobility cargo may be turned over to the owning unit or applicable representative without an authorization letter.

3.29.5. Hand-carried letters requesting release of cargo or mail to individuals not identified in the official communication will be verified by a return telephone call to the authenticating agency of the unit requesting the exception on a case-by-case basis. (T-1). Air freight personnel will obtain signatures from authorized personnel picking up cargo or mail. (T-1).

3.29.6. The Air Mail Terminal (AMT) will identify personnel who are authorized to receipt for registered mail on a local access list and/or DD Form 577. (T-1). United States Postal Service (USPS) is not required to furnish a list of employees who are authorized to receipt for mail of any category. All USPS employees are required to carry identification cards and, if not recognized, will be asked to present this identification. (T-1). Air terminal personnel will obtain a receipt from postal authorities or AMT for mail shipments on the DD Form 1384, DD Form 1385, *Cargo Manifest*, or other automated listing.

3.29.7. Commanders or contract equivalent will ensure responsibilities and procedures for transfer of air cargo custody are adequately covered under provisions of inter-service and/or host tenant support agreements in accordance with AFI 25-201, *Intra-Service, Intra-Agency and Inter-Agency Support Agreements Procedures*, and DoDI 4000.19, *Support Agreements*. (T-1).

3.29.8. Use TCMDs, quick release document, truck manifest or other automated listing for a receipt on all cargo released to TMO or other consignees. A signature is not required when the air terminal and TMO are both under the operational control of AMC and located in the same facility. The TMO is responsible for accounting for shipments moved and/or released to local consignees.

3.29.9. When TMOs, consignees, or postal authorities arrive at the air terminal, a terminal representative will load cargo and mail on vehicles for onward movement to final destination. (T-2). At locations where aerial port personnel accomplish blocking and bracing, establish an OI to cover these procedures. (T-3).

3.30. Terminating Cargo and Mail Air Manifest Control. The terminating function is responsible for inchecking and processing all general cargo. Special Handling personnel will receipt for all nuclear war related material (NWRM), registered mail, signature service and AMC MICAP cargo. (T-1).

3.30.1. AMC Form 156, *Terminating Cargo/Mail Manifest Control Log*, or automated product, will be used to log manifests. (T-1). Maintain locally for 30 days and discard.

3.30.2. Release of terminating cargo during system down time or software problems that prevent automated release: GATES database problems or loss of connectivity should not prevent the timely release of terminating cargo. Use the TCMD (or a locally-developed alternative), as an alternate method for manual release of cargo. Develop sound procedures to manually record and subsequently reconcile database records once system connectivity is reestablished, or trouble tickets on individual shipments are cleared.

3.30.3. All cargo and mail must be accounted for during processing. (T-1). Document cargo or mail not received as a short shipment. Document cargo or mail received on the mission, but which was not manifested, as an over shipment.

3.30.4. The terminating cargo processor will sign the manifest and enter the processing GMT hour and date code on the manifest. (T-2). The manifest, off-load processing lists or in-check lists will be given to records section personnel within 18 hours of aircraft arrival. (T-2). After the manifest has been delivered to the records section, annotate the appropriate column of the AMC Form 156.

Section 3E—Special Cargo Operations.

3.31. Special Cargo. Special Cargo is any cargo requiring special handling during acceptance, air movement, environmental control, handling, packaging, security or any combination of these factors. The Special Handling section is responsible for movement of all special cargo unless directed otherwise by local management.

3.32. DD Form 1387-2, Special Handling Data/Certification. This form is used to identify and provide special handling instructions for biological, classified, in-bond, perishable, remains of deceased personnel and signature service shipments when shipped by military air. The shipper prepares the DD Form 1387-2 in accordance with DTR 4500.9-R, Part II, affixes the form to each container and provides originating air terminal with two additional copies of the form. (T-0). Note: The DD Form 1387-2 is not to be confused with the use of AMC Form 1033, *Shipper's Declaration for Dangerous Goods*.

3.32.1. When moved by airlift, attach one copy of DD Form 1387-2 for each shipment to the manifest package aboard the aircraft. (T-2).

3.32.2. DD Forms 1387-2 needs to travel with cargo throughout DTS.

3.32.3. Copy of DD Forms 1387-2 will be retained in the station file copy and sent to the ATOC for inclusion in the MLR. (T-2).

3.32.4. When a shipment requires onward movement by other commercial transportation modes, give TMO a copy of DD Form 1387-2 with the corresponding manifest.

3.33. Classified, Security, and Transportation Protective Service Cargo Shipments. It is the shipper's responsibility to notify the air terminal when a shipment is classified, the degree of classification, if it requires additional security protection. The Special Handling section is responsible for movement of classified, security, and transportation protective service cargo shipments.

3.33.1. Air terminals will provide signature service for the following types of shipments:

3.33.1.1. Material classified SECRET or CONFIDENTIAL. (T-1).

3.33.1.2. Sensitive shipments. (T-1).

3.33.1.3. NWRM (carries a commodity code "5" and special handling code "Y" when processed). (T-1).

3.33.1.4. Biologicals and blood of such urgency that human life depends upon immediate receipt. (T-1).

3.33.1.5. Human remains. (T-1).

3.33.1.6. Money or gold bullion. (T-1).

3.33.1.7. Others requiring special handling in exceptional cases. (T-1).

3.33.2. The above shipments will be airlifted under the care of a crew member on military missions, assigned courier, and/or contractor on commercial missions if authorized. All representatives who receipt for classified shipments must possess a security clearance equal to or higher than the highest classification of the affected shipment and will be identified on a local authorization letter to include APS and AMS personnel handling cargo. (T-0). Aircrew security clearance appear in flight orders. Alternatively, when appropriate, the shipments may be moved under the care of an authorized escort/courier on military and/or contract missions.

3.33.3. When unescorted classified shipments moving through the DTS under the care of the aircraft commander and/or designated representative arrive at final destination, immediately notify the consignee of the shipment and obtain a receipt when the shipment is turned over to the consignee. TOP SECRET shipments will only be accepted for movement in accordance with DoDM 5200.01, Volume 3, and AFI 16-1404. (T-0).

3.33.4. Custodial transfers will use automated cargo manifest or DD Form 1907, *Signature and Tally Record*, to transfer custody of shipments requiring special security precautions (e.g., NWRM), in accordance with DTR 4500.9-R, Parts II and III. (T-0). Once shipment is accepted by the terminal, a solid chain of custody will be maintained throughout DTS. (T-1). Air terminal personnel will deliver material to the selected escort or aircrew members. (T-1). The signature is required to include a printed name and rank of the recipient on the air manifest to clearly indicate confirmation of delivery. One signed copy will go to ATOC for inclusion in station file. (T-1). The remaining manifest copies are used for subsequent transfers at enroute and/or final destination stations.

3.33.4.1. Air terminal representatives are not required to relieve escorts or aircrew members during enroute ground times (quick turns) when there is not a change of aircrews. When an aircraft maintenance or operational emergency dictates an extended ground time or Remain Over Night (RON) at an enroute location, an appropriate air terminal representative will accept responsibility for the cargo upon aircraft arrival. (T-1).

3.33.4.2. Air terminal personnel will determine whether the in-transit signature service cargo should remain on the aircraft (if the aircraft is to be secured and cargo is not accessible) or cargo must be transported/stored in the air terminal secure area. (T-2). In either event, the air terminal will relieve the aircrew of custody prior to crew rest. (T-1).

3.33.4.3. Prior to aircraft departure, an aircrew member will again take responsibility for the cargo by signing a cargo manifest.

3.33.5. If extended ground time is not projected, direct transfer between escorts or aircrew members may be accomplished at an enroute station where the outbound escort or appropriate aircrew member is available to relieve the inbound escort or aircrew member within 30 minutes. If outbound escort or aircrew personnel are not available, an appropriate air terminal representative will accept responsibility and sign for the cargo, and await new crew. (T-1).

3.33.6. The transfer cycle continues until the cargo is delivered to the final consignee or a consignee representative.

3.33.7. Classified and security cargo shipments will not be split after being received into the DTS unless it is necessary for palletization purposes or because a single shipment exceeds the airlift capability of a single aircraft. (T-1). Maintain shipment integrity when splitting and manifest on the minimum number of aircraft possible.

3.33.8. Classified and security cargo shipments that are damaged or that have improper documentation, packaging, marking or labeling, will be refused at originating stations unless arriving by commercial conveyance or frustrated when noticed in-transit. (T-2). All documents still need to show unbroken chain of custody. Immediately frustrate the shipment to ACA/CSB for corrective actions. Shipments arriving via commercial conveyance are receipted for on the DD Form 1907 and turned over to ACA/CSB for resolution. When discrepancies exist with signature or security service shipments at enroute or terminating locations, add a written statement to the manifest describing the noted discrepancy. Have the responsible aircrew member or representative sign the statement prior to taking custody.

3.33.9. As with all cases of discrepancies, frustrate the shipment. Place it in the security cage and initiate an AMC Form 33, *Report of Frustrated Cargo*. After the ACA/CSB has completed corrective actions, the shipment continues movement in the airlift system.

3.34. Remains of Deceased Personnel. Transportation of deceased military personnel, and other remains is authorized between overseas and CONUS in accordance with AFI 34-501, *Mortuary Affairs Program*. The Special Handling section is responsible for overseeing the handling of deceased personnel remains. Restrict movement of deceased remains to cargo/dual configured airlift missions. Baggage compartment space on passenger type aircraft may be used when satisfactory service cannot be accomplished on cargo missions.

3.34.1. Ensure on/off-loading is accomplished discreetly and in a dignified manner.

3.34.2. At no time should load team or any personnel stand, sit or lean on human remains (HR) transfer case.

3.34.3. Do not on/off-load human remains concurrently with passengers/patients.

3.34.4. Shipments will move on a separate manifest, use the manifest as a hand-to-hand receipt. (T-1).

3.34.5. Transfer cases containing remains will be stowed on the aircraft/pallet in a level position. (T-1). The feet will never be higher than the head while in the stowed position and the head will always be stowed toward the nose of the aircraft. (T-1). This procedure assures aircraft acceleration forces are borne by the feet, thereby avoiding trauma to the head.

3.34.6. When loaded, transfer cases will be loaded in the forward most available cargo position to avoid jettisoning. (T-1). Note: On wide body aircraft (e.g., C-5, C-17), transfer cases can be moved from one side of the aircraft or the other to avoid jettisoning; therefore, transfer cases may be loaded towards the rear of the aircraft if required.

3.34.7. No cargo will be loaded on top of transfer cases containing human remains. (T-1). However, if more than one transfer case containing remains is shipped or stored, stacking is permitted, but should be avoided if at all possible. The maximum number of human remains transfer cases that may be safely transported on a single 463L pallet is 12. Place cases in three rows, each row stacked to a maximum of 4.

3.34.8. Human remains received at a terminal will be stored in a secure area and separate from other cargo. (T-2). If remains are not embalmed, refrigerated storage is required; when refrigeration is not available, contact the Installation Mortuary Affairs Officer immediately.

3.34.9. Move remains on a space-required basis, using applicable DoD documentation procedures (see DoDD 1300.22, *Mortuary Affairs Policy* and AFI 34-501). (T-0).

3.34.10. The shipping activity should provide the origin APOE with the following information as applicable, as far in advance as possible:

3.34.10.1. For military personnel: name, grade, and SSN.

3.34.10.2. For civilian employees: name, grade, SSN, and employment data.

3.34.10.3. For contract, engineering, and technical services personnel: name, and employment data.

3.34.10.4. For dependents of military personnel and civilian employees: name of decedent; name, grade, SSN, and organization (or employment data) of the sponsor; relationship to sponsor

3.34.10.5. For other United States citizens: name of decedent, name and address of sponsoring individual, agency or firm.

3.34.10.6. For all remains, the shipper will mark the case with the name and address of the receiving funeral director and ensures a DD Form 2064, *Certificate of Death (Overseas)*, preferably in English, is affixed to the transfer case of deceased personnel. If the certificate is not in English, the shipper provides a statement in English, stating the cause of death.

3.35. AMC Mission Capability (MICAP) Shipments. AMC MICAP shipments will be processed, handled, and delivered in accordance with AMCI 23-102, *Expeditious Movement of AMC MICAP/VVIP Assets*. (T-1). These supply activities are exempt from submitting ATCMDs exempt from movement based on SET.

3.35.1. The Special Handling section is responsible for handling of AMC MICAP shipments and will ensure the AMC Form 281, *AMC MICAP Special Handling Label*, is attached to the item. (T-2).

3.35.2. The Special Handling Section will segregate all AMC MICAP shipments from other cargo by using separate holding areas to allow ready identification and expeditious movement of the material. (T-2).

3.35.3. Transfer AMC MICAP shipments on a hand receipt basis using the cargo manifest as record of custody.

3.35.4. The Special Handling section is responsible to notify ATOC of MICAP arrival and any onward movement so ATOC can coordinate with 618 AOC's Aerial Port Control Center (APCC) to move AMC MICAP to destination most expeditiously.

3.35.5. Limit AMC MICAP items transported aboard commercial passenger flights to small items that can be loaded in the cargo/baggage compartment.

3.35.6. AMC MICAP cargo does not take precedence over space-r passengers; however, such items may displace space-a passengers, if weight is the limiting factor rather than seats.

3.35.7. The Special Handling section will have the cargo available for pickup as soon after aircraft arrivals as possible, but not later than 30 minutes after receipt. (T-2). Quick release is authorized at aircraft.

3.35.8. All AMC MICAP will be tracked on AMC Form 35, *Terminating AMC MICAP/VVIP Control Log*, and AMC Form 36, *Originating AMC MICAP/VVIP Control Logs*. (T-2).

3.36. Temperature Sensitive Medical Shipments Requiring Cold Chain Management. The Special Handling section is responsible for handling of temperature-sensitive medical products since these products can be compromised by many factors. Care must be exercised in shipment preparation and planning to include temperature variations, multiple handling and extended periods of time in transit. Packaging protocols and forms are used to reduce the risk of damage.

3.36.1. Expedite the movement of medical shipments requiring freezing or refrigeration.

3.36.2. Local procedures will be developed for medical shipments with appropriate agencies (e.g., Defense Logistics Agency (DLA), Theater Lead Agent for Medical Materiel sites). (T-2).

3.36.3. Special Handling section will maintain refrigeration units between 36 and 46 degrees Fahrenheit (2 to 8 degrees Celsius). (T-2).

3.36.3.1. Inspect refrigeration units for appropriate temperature range each shift change.

3.36.3.2. A local form may be developed to record these inspections. Variations above or below maximum and minimum temperatures specified on in-transit shipments in storage require immediate action. Inspection of refrigeration units will be jointly accomplished by the outgoing and oncoming shift members for 24/7 operations. (T-2). Single shift operations will inspect twice daily, once at the beginning and once at the end of the duty day. (T-2). Two shift operations will inspect once at the beginning of the first shift, jointly at shift change, and once at the end of the second shift. (T-2). Note: An inspection is not required on days of non-operation.

3.36.4. Maintain freezer units between -4 and 1 degrees Fahrenheit (-17 to -20 degrees Celsius).

3.36.4.1. Inspect freezer units for appropriate temperature range each shift change.

3.36.4.2. A local form may be developed to record these inspections. Variations above or below maximum and minimum temperatures specified on in-transit shipments in storage require immediate action. Inspection of freezer units will be jointly accomplished by the outgoing and oncoming shift members for 24/7 operations. (T-2). Single shift operations will inspect twice daily, once at the beginning and once at the end of the duty day. (T-2). Two shift operations will inspect once at the beginning of the first shift, jointly at shift change, and once at the end of the second shift. (T-2). Note: An inspection is not required on days of non-operation.

3.36.5. Use AMC Form 106, *Biologicals/Re-icing/Refrigeration Log*, to document appropriate actions and control of all items requiring freezing or refrigeration.

3.36.6. Special Handling personnel will record actions requiring re-icing/refrigeration/freezing on the AMC Form 106. (T-2).

3.36.7. Upon receipt of temperature-sensitive medical products that are identified as not requiring stringent cold chain management principles, review accompanying DD Form 1502, *Frozen Medical Materiel Shipment*, DD Form 1502-1, *Chilled Medical Materiel Shipment*, DD Form 1502-2, *Limited Unrefrigerated Medical Materiel Shipment*, DD Form 1387-2 or other documents/forms/package markings for re-icing or refrigeration/storage requirements, as applicable, to the shipment.

3.36.7.1. If re-icing of temperature-sensitive medical products become due prior to arrival of a shipment at the next transfer point or destination, the shipment will be re-iced before forwarding. (T-1).

3.36.7.2. Non-hazardous shipments may be opened, re-iced and then resealed by Special Handling personnel.

3.36.7.3. When a question arises concerning preservation/condition for frozen food or chilled perishables, contact the military public health service for assistance.

3.36.7.4. Complete DD Form 1502, DD Form 1502-1 or DD Form 1502-2 as applicable. To assure accuracy when completing the form, always use Julian date and Zulu (Greenwich Mean Time) to compensate for shipments across varying time zones.

3.36.7.5. Ensure the proper amount of dry or wet ice, as applicable, is used when a shipment is forwarded. If the dry ice quantity is different from the original shipment, change the Shipper's Declaration for Dangerous Goods to reflect the change.

3.36.8. Upon receipt of temperature-sensitive medical products that are identified as requiring stringent cold chain management principles, review accompanying DD Form 3035-1, *Cold Chain Management Shipping Label for Refrigerated Items*; DD Form 3035-2, *Cold Chain Management Shipping Label for Hybrid Items*; DD Form 3035-3, *Cold Chain Management Shipping Label for Controlled Room Temperature Items*; DD Form 3035-4, *Cold Chain Management Shipping Label for Freezer Items*; or other package markings for in-transit requirements, as applicable, to the shipment.

3.36.8.1. Temperature-sensitive medical shipments using cold chain management packaging, arriving without prior notification, will not be opened by Special Handling personnel until instructed. (T-1). However, if prior notification is not received, Special Handling personnel will contact the POC identified on the shipping label for disposition instructions. (T-2). If POC cannot be contacted, shipments will be refrigerated or frozen, as required per marking/labeling, while in Special Handling possession. (T-1).

3.36.8.2. If a shipment cannot reach its destination within the time indicated on the marking/labeling, then contact the appropriate cold chain representative for repacking instructions. The cold chain contact information is listed on the cold chain management DD Form 3035-series label attached to the shipment in accordance with Defense Logistics Agency Regulation (DLAR) Joint Publication (JP) 4145.21, *Preparation of Medical Temperature-Sensitive Products Requiring Cold Chain Management for Shipment*. Note: If Special Handling cannot determine whether the packaging requirement is stringent or non-stringent nor if temperature-sensitive medical shipment arrives with no handling labels attached contact DLA Troop Support Medical Cold Chain Management team at paacoldchainteam@dla.mil or dscpcoldchain@dla.mil.

3.36.9. The following temperature-sensitive medical shipments have specific re-icing restrictions:

3.36.9.1. Infectious substance shipments (UN2814 or UN2900), as defined by AFMAN 24-204, must only be opened, checked, re-iced and resealed by technical escorts, medical laboratory or medical supply personnel. (T-0).

3.36.9.2. Do not open Biological Substance, Category B (UN3373), as defined in AFMAN 24-204, unless closing instructions are provided with the shipment. If closing instructions are not provided, contact medical laboratory or medical supply personnel for assistance. Direct questions regarding animal specimens being shipped for rabies testing to the US Army Veterinary Service personnel. Direct questions regarding other diagnostic specimens to medical laboratory personnel.

3.36.9.3. For shipments of whole blood requiring wet ice, use new plastic bags, NSN 8105-01-358-9325, or equivalent. Do not refreeze original polyethylene bags. All re-icing must be accomplished in double bags and each bag individually sealed. (T-1). Whole blood must not be allowed to freeze; never not use dry ice, salted wet ice, or gel-freeze. (T-1).

3.36.9.4. Specially prepared blood may be delivered to the terminal frozen. Comply with shipper's instructions for these specially prepared blood shipments.

3.37. Non-Medical Frozen, Chilled and Perishable Shipments. Expedite movement of shipments requiring freezing, refrigeration and re-icing in similar fashion to temperature-sensitive medical shipment in accordance with [paragraph 3.36](#)

3.37.1. Expedite the movement of medical shipments requiring freezing or refrigeration.

3.37.2. Use AMC Form 106, *Biologicals/Re-icing/Refrigeration Log*, to document re-icing/refrigeration actions and control of all items requiring freezing or refrigeration.

3.37.3. If re-icing is due prior to arrival of a shipment at the next transfer point or destination, the shipment will be re-iced before forwarding. (T-1). Non-hazardous shipments may be opened, re-iced, and resealed by Special Handling personnel.

3.37.4. Complete DD Form 1502, DD Form 1502-1 or DD Form 1502-2 as applicable. To assure accuracy when completing the form, always use Julian date and Zulu (Greenwich Mean Time) to compensate for shipments across varying time zones.

3.37.5. If the dry ice quantity is different from the original shipment, change the Shipper's Declaration for Dangerous Goods to reflect the change.

3.38. Registered Mail Containerization Procedures. Air terminals originating large volumes of registered mail to specific locations may containerize registered mail for ease of transfer. Air terminals must comply with the following containerized mail shipments:

3.38.1. Containers should be tri-wall type boxes and should not exceed 45 inches in height. (T-1).

3.38.2. The two-person concept will be used to containerize mail. (T-1).

3.38.3. Assign pallet identifiers to the container and cap the pallet as a skid. (T-1).

3.38.4. Create a content listing in triplicate for each container. (T-1). The listings will include the printed names, ranks, organization, and signatures of the individuals containerizing the mail and the seal number of the seal used on the container. (T-1). Special Handling personnel will ensure the correct seal number for each container is annotated on the aircraft final manifest. (T-1).

3.38.5. One copy of the listing will be placed inside the container for inventory use at the destination station. (T-1).

3.38.6. The second copy will be affixed to the outside of the container for in-transit use and inventory purposes. (T-1).

3.38.7. The final copy will be filed in Special Handling station file. (T-1).

3.38.8. Seal container with packing tape, metal or plastic bands, and boxcar seals as a minimum. Containers will be taped shut and the boxcar seal number, as well as both individuals' signature, will be prominently annotated across the tape. (T-1). Containers will be banded with four bands, two along the width and two along the length. (T-1). A boxcar seal will then be placed at the band crimp where it cannot be removed should the bands be cut. (T-1).

3.38.9. Shipments will not be delayed for containerization. (T-1).

3.38.10. The terminal representative will sign all registered mail manifests indicating the container closures and seals are intact and the seal numbers on the containers and manifests match. (T-0).

3.38.11. Transfer of loose registered mail will occur in the same manner as containerized mail except seal numbers of individual pieces will be confirmed during transfer process. (T-0).

3.39. Hazardous Materials Handling and Storage. AFMAN 24-204 contains information and rules for the air transport of hazardous materials through the DTS. The Special Handling section will oversee all movement of hazardous materials within the air terminal. (T-2). Special Handling personnel will be, at a minimum, “Inspector” qualified to inspect hazardous cargo in accordance with AFMAN 24-204 and joint inspections in accordance with DTR 4500.9-R, Part III. (T-0). Additionally, Special Handling personnel will sign hazardous brief sheet or manifest statements as required by AFMAN 24-204. (T-0).

3.39.1. All Special Handling sections will maintain a hazardous materials information file and establish procedures to ensure personnel read messages, changes and updates concerning hazardous materials. (T-0).

3.39.2. Inspectors will perform an exterior inspection on “100 percent” of originating hazardous material shipments and associated documentation for compliance with AFMAN 24-204. (T-0).

3.39.3. Inspectors will perform a random interior inspection (not less than ten percent) of combination packages. (T-0). Use AFMAN 24-204, to determine extent of the inspection. Note: Special Handling personnel can increase inspection frequency of a specific shipper based on past shipment problems. Frequency of inspection for known shippers (e.g., host base transportation function), and those recurring shipments where packaging has previously been found to be acceptable may be reduced. Whenever possible, interior inspections of shipments from host base transportation function will be accomplished before package closure.

3.39.4. Inspectors will have access to all cargo, to include containerized loads (CONEX, MILVAN, tactical shelters, ISU, etc.) unless declared “sight-sensitive” cargo in accordance with DTR 4500.9-R, Part II. All containerized loads will be inspected to ensure 1) internal contents are secured, 2) no undeclared hazardous materials are present, 3) determine no potential hazardous material leaks are detected, and 4) ensure all compatibility/segregation requirements have been met. (T-0).

3.39.5. Inspectors will use DTR 4500.9-R, Part III for all hazardous material joint inspection procedures. (T-0).

3.39.6. Approval from the Department of Transportation is required to ship incompatible hazardous material on foreign flag commercial carriers under Special Permit 9232. A copy of the approval (e.g., competent authority approval) must be available prior to loading. (T-0).

3.39.7. Incompatible hazardous material may not be shipped on foreign military aircraft unless approved in accordance with AFMAN 16-101, *Security Cooperation (SC) and Security Assistance (SA) Management*, and by the supporting foreign government. A copy of the approval document must be available prior to loading (contact AMC/A4TC if copy is not provided). (T-0).

3.39.8. Do not load hazardous materials on commercial aircraft not operating under an AMC contract without approval from AMC/A4TC.

3.39.9. Hazardous materials loaded on non-AMC military aircraft must be in compliance with AFMAN 24-204. (T-0). Incompatible items may only be loaded with approval of appropriate service/MAJCOM authority in accordance with AFMAN 24-204, Chapter 2.

3.39.10. Chemically Treated Lumber. Creosote oil treated lumber and Pentachlorophenol (PCP) treated wood are not regulated as hazardous materials; however, care must be taken during handling. Creosote oil treated lumber must be individually or bulk wrapped in Kraft wax paper. (T-2). PCP treated wood must be handled with gloves. (T-0).

3.39.11. Hazardous materials shipments that are leaking will be impounded. (T-0). Do not forward shipment for onward movement until released/approved by BEF and/or fire department. Immediately frustrate the shipment to ACA/CSB for corrective actions.

3.40. Hazardous Material Handling. Hazardous material handling training is critical to ensure safe practices are followed when handling, stacking, loading, positioning, and restraining hazardous cargo for transport. Processes will be performed in accordance with AFI 91-202 and AFMAN 24-306. (T-1). Hazardous material handling processes and training will be conducted in accordance with AFMAN 24-204 and DESR 6055.09_AFMAN 91-201. (T-0).

3.40.1. When protective clothing/spill control kits are required, units may build kits using AFMAN 24-204 as guidance or purchase commercial kits that meet or exceed AFMAN 24-204 requirements. Units will contact bioenvironmental engineering flight (BEF) or fire protection personnel to determine adequacy of commercial kits being considered. (T-0). Coordinate the type and level of training required to use protective clothing and spill control kits with the BEF and local fire department.

3.40.2. Air terminal leadership will develop local procedures covering responsibilities and actions in the event of a hazardous material spill and coordinate with the appropriate base emergency response offices (fire department, security forces, bioenvironmental, etc.). (T-0).

3.41. Hazardous Waste. Air terminals must notify AMC/A4TC prior to accepting an item meeting the definition of a hazardous waste as defined in AFMAN 24-204. (T-0).

3.41.1. Procedures for accepting, processing and documenting international military airlift of hazardous waste are the same as shipping hazardous materials. Comply with all host nation requirements concerning hazardous waste.

3.41.2. Hazardous materials used during the course of routine aircraft maintenance at remote overseas locations should be classified as aircraft assets. Under the Resource Conservation Recovery Act, the aircraft will turn the material in as hazardous waste after it returns to the United States or one of its territories.

3.42. Radioactive Materials. Visually examine all radioactive labeled shipments, for any evidence of leakage or damage upon receipt. As necessary, air terminals will notify and request responsible agencies inspect radioactive shipments for evidence of damage and shipper compliance with marking/labeling, packaging and certification requirements in accordance with AFMAN 24-204. (T-0).

3.42.1. Establish a local base, inter-service or host base support agreement with local Bio Environmental Flight (BEF) and/or Radiation Safety Officer or other responsible agency for assistance in monitoring the transport index and surface reading prior to re-certifying a radioactive material White Label, Yellow II or Yellow III frustrated shipment.

3.42.2. Contact agencies for base requirements for in-transit/storage of radioactive shipments. Non-AF locations should comply with host service incident/mishap reporting requirements.

3.42.3. Should it become necessary for the radioactive material to be re-certified by preparer qualified individual, the shipment must be scanned/monitored to ensure readings are correct prior to movement. (T-1). This may be accomplished by the host base Radiation Safety Officer and/or BEF or other responsible radiation safety office.

3.43. Emergency Shipments. Emergency shipments contain biologicals or other medical supplies of such urgency that human life is dependent upon immediate receipt. The shipper will establish life or death urgency requirements. (T-1).

3.43.1. Emergency shipments are exempt from SET and moved on the first available mission providing the most expeditious movement to the shipment destination

3.43.2. Transfer between aircraft at enroute stations if such transfer will expedite movement.

3.43.3. Manifest these shipments separately and annotate the manifest with the words "LIFE OR DEATH URGENCY."

3.43.4. Handle all emergency shipments on a hand-to-hand receipt basis. The aircraft commander or designated representative will be briefed on the urgency of the shipment and made the custodian during flight. (T-1).

3.44. Patient Care Shipments. These are medical supplies of an urgency slightly less crucial than life or death urgency. Such shipments normally have an early RDD because they are needed for scheduled surgery, have a short shelf life, etc.

3.44.1. Patient care shipments are exempt from SET and moved on the first available mission to effect the most expeditious movement to destination.

3.44.2. Patient care shipments are identified on the air manifest as patient care by trailer record data.

3.44.3. Patient care shipments are processed and turned over to the consignee or consignee representative as soon as possible after receipt at shipment destination.

3.45. Valuable Shipments. Render special care to shipments of an extremely valuable nature to prevent loss.

3.45.1. Shipments of money or bullion transported via AMC will be moved on a hand receipt basis. (T-1). Give these shipments the same treatment given to classified cargo.

3.45.2. If not addressed in the Integrated Defense Plan, air terminal leadership will develop written procedures for the handling, storing and transporting (on-base) shipments of protected, sensitive, money, bullion and other items of extraordinary value to meet protection requirements of AFI 31-101-O_AMCSUP_AMCGM2020-01. (T-1). Coordinate procedures with the host base Security Forces.

3.46. Arms, Ammunition and Explosive Shipments. Provide shipments of arms, ammunition and explosives with secure storage as required by AFI 31-101-O_AMCSUP_AMCGM2020-01; AFI 24-602 V2; and DoD 5100.76M, *Physical Security of Sensitive Conventional Arms, Ammunition and Explosives*. (T-0).

3.46.1. If not addressed in the Integrated Defense Plan, air terminal leadership will develop written procedures for the handling, storing and transporting (on-base) shipments of AA&E shipments. (T-1). Coordinate procedures with the host base Security Forces. Refer to DTR 4500.9-R, Part II for security requirements.

3.46.2. Always handle shipments with air commodity/special handling codes 21 through 28, 2A, 2C, 2S, 31 through 38, 3C, 3S, 41 through 48, 4C and 4S on a signature service basis using the cargo manifest.

Section 3F—Cargo Requiring Additional Considerations.

3.47. Aeromedical Evacuation (AE) Missions. Hazardous materials will not be transported on aeromedical evacuation (AE) missions except for those materials that are approved by the local AE representative. (T-1). See AFI 11-2AE, V3, *Aeromedical Evacuation (AE) Operations Procedures*, for more specific information.

3.48. In-Bond Shipments. There may be instances where cargo cannot enter the US in the name of AMC or DoD, because customs entry has not been arranged by the shipper. In these cases, cargo may be sent from the port of entry “in-bond” under the Customs and Border Protection (CBP) agency, utilizing a CBP 7512, *Transportation Entry and Manifest of Goods Subject to CBP Inspection and Permit*. The Bureau of Customs and Border Protection holds the carrier responsible for non-delivery or short delivery of in-bond shipments.

3.48.1. Originating Station. A CBP 7512 accompanies in-bond shipments that require forwarding from the port of entry. Affix red US Customs warning labels to two sides of the package. If the labels cannot be glued to the package, securely wire two of the tags to the package. (T-0). Since air terminals do not provide scheduled operations within the US, send in-bond shipments from the APOD to destination via bonded common carriage. (T-0). Transfer of in-bond shipments to a bonded common carrier must be made under supervision of the US Customs inspector or air terminal representative will complete the reverse side of CBP 7512 (the reason for transshipment and conditions of the shipment). (T-0).

3.48.2. Destination Station. If the air terminal station is the final destination of the in-bond shipment, deliver the manifest copy of CBP 7512 and in-bond cargo to the Collector of US Customs. (T-0). Air Freight prepares and forwards a copy of CBP 7523, *Entry and Manifest of Merchandise Free of Duty, Carriers Certificate and Release*, to the consignee. (T-0). Include information that the shipment has been delivered to the Collector of US Customs. (T-0). The consignee must present a copy of this form to US Customs before release of the shipment. (T-0).

3.49. Diplomatic Clearance Cargo. Receive, process, and document diplomatic clearance cargo in accordance with the DoD FCG.

3.50. Foreign Military Sales (FMS) Material. FMS material moves through the airlift system in three modes: AMC TWCF channel traffic, AMC SAAM and pilot pickup by country-owned or controlled aircraft. FMS material shipped as channel traffic is given the same considerations and handled the same as all other channel traffic. Therefore, no specific instructions for FMS channel traffic are included in this volume. This volume provides guidance and procedures to be used by air terminal and Contingency Response Wing personnel in handling FMS shipments moved by AMC channel/SAAM and country-owned or controlled aircraft. The following publications apply to the movement of FMS material: DTR 4500.9-R, Part II, Defense Security Cooperation Agency (DSCA) 5105.38M, *Security Assistance Management Manual*, and AFMAN 16-101, *International Affairs and Security Assistance Management*.

3.50.1. Marking and Labeling. FMS material shipments are marked and labeled in accordance with MIL-STD-129R, or as specified in the sales order (FMS case). Besides the requirements of MIL-STD-129R, FMS marking also includes below:

3.50.1.1. The freight forwarder address and the customer in-country address. When DD Form 1387 is used, the "TO" block shows the freight forwarder address. "ULTIMATE CONSIGNEE" block shows the overseas address.

3.50.1.2. The FMS case number is normally found in the last line of the overseas address. If it is not in this position, it can be located in the last line of the freight forwarder address.

3.50.1.3. The FMS shipments are identified by a unique TCN that is derived from the Military Assistance Program Address Code. The first position of the TCN identifies the sponsoring service for that shipment, so it is uniquely different than the normal TCN construct. First position as follows: B- Army, D- Air Force, P- Navy, K- Marine, T- DLA. Frustrate any shipments with these headers to customer service branch for further guidance as there may be specified clearance processes.

3.50.1.4. The FMS Delivery Term Code (DTC) provides information on transportation for DoD agencies on how to ship/deliver shipments. This code is identified by a numerical value in the fifth position of the FMS TCN. DTC for APS or AMS: DTC- 7, DoD deliver from origin/final destination; DTC- 8, country owned aircraft will pick up from CONUS APS; DTC- 9, DoD delivers to closest overseas APOD near customers country, then customer arrange transportation to final destination. For additional guidance, refer to DTR 4500.9-R, Part II, Appendix E and DTR 4500.9-R, **Part V**.

3.50.2. Packaging. FMS material is given the same protective handling provided to DoD material. All appropriate packaging and handling publications apply. Packaging and handling of hazardous material must conform to AFMAN 24-204, 49 CFR, Part 173, *General Requirements for Shipments and Packagings*, International Civil Aviation Organization (ICAO), and IATA regulations or be packaged in accordance with approval from the foreign government's Competent Authority. (T-0).

3.50.3. Compatibility. Hazardous material compatibility on foreign-owned or controlled aircraft will be in accordance with AFMAN 16-101. (T-0).

3.50.4. Hazardous material scheduled for movement aboard foreign-owned or controlled aircraft must be packaged, marked, labeled and certified according to 49 CFR, Part 173, IATA, and ICAO regulations. (T-0). Commercial air carriers must obtain the required exemptions by 49 CFR, Part 172, *Hazardous Materials Table, Special Provisions, Hazardous Materials Communications, Emergency Response Information, and Training Requirements*. (T-0).

3.50.5. Non-compatible hazardous material cannot be shipped by commercial carrier without approval from the Department of Transportation.

3.50.6. Non-compatible hazardous material may be shipped by foreign military aircraft provided approval to ship non-compatibles is obtained from the foreign government when approved in accordance with AFMAN 16-101.

3.50.7. Shipments Requiring Diplomatic Clearance. See **Chapter 4** for processing instructions for FMS cargo requiring diplomatic clearance prior to shipment.

3.50.8. For SAAM movement, prepare and distribute manifests in accordance with **Chapter 4**. For Pilot Pickup by country-owned or controlled aircraft, prepare a non-TWCF manifest with as much data as possible (e.g., aircraft type and number, TCN, pieces, weight, cube, destination).

3.50.9. In-transit Data Reporting. FMS shipments moving outside the DTS are excluded from in-transit data reporting.

3.50.10. Responsibilities of the Customer Representative. When a country has negotiated an FMS case with the US Government, it is liable for transporting the FMS material from the CONUS to destination. At times, an international freight forwarder is hired to handle the material if the country's staff is not equipped to complete required documentation/procedures. The customer representative/freight forwarder is responsible for repackaging or reinforcing inadequate containers (the US Government has no jurisdiction or responsibility for doing this work). EXCEPTION: Containers damaged by AMC will be repaired by AMC. (T-0).

3.50.11. Direct Commercial Sales must be distinguished from the FMS program, which manages government-to-government sales. Transactions between a foreign government and a US commercial vender is not authorized to use aerial port services unless there is a compelling need and authorization has been granted by a MAJCOM-level DoD sponsor.

3.51. United States Transportation Command Defense Couriers. USTRANSCOM establishes, maintains and operates a worldwide network of stations and defense couriers for the secure, timely and efficient distribution of classified and sensitive material for the US Government and its allies. Operational control and synchronization of global courier activities is exercised through USTRANSCOM's Defense Courier Division (TCJ3-C). Any compromise of material entrusted to a defense courier may cause exceptionally grave damage to national security. Therefore, the primary objective of all courier activities is to prevent unauthorized access to materials in courier custody. Defense couriers do not generate or own the materials they control, however, articles in defense courier custody are referred to as courier material for the purposes of this instruction.

3.51.1. Courier material processing. TCJ3-C couriers have GATES accounts with defense courier permissions enabling the ability to receive, process, store and manifest courier materials. Bays 18 and 19 have been designated to provide aerial port load planners and cape forecasters' visibility over outbound courier material when it is transported via AMC airlift channel. Couriers will move outbound cargo into the designated bays according to locally coordinated procedures and the aerial port sequence of events. Load planners can then select courier materials for manifesting.

3.51.2. Courier material air manifested to an aerial port where no permanent defense courier activity exists will be trucked out by the special handling functional area according to locally coordinated procedures between TCJ3-C couriers and the aerial port function. (T-2). At no time will the aerial port function physically take possession of or deliver courier material to a consignee. (T-2).

3.51.3. Only TCJ3-C assigned couriers/courier material moved via the DTS use TAC "0003" in accordance with DTR 4500.9-R, Part II. Other courier elements not assigned to USTRANSCOM but moving material via the DTS will use assigned TACs. (T-2).

3.51.4. TCJ3-C couriers escorting material moving within the DTS are authorized to travel on aircraft transporting hazardous cargo identified as P3/P4 in AFMAN 24-204 and on contracted aircraft in accordance with 14 CFR, Part 125.331, *Carriage of Persons Without Compliance With the Passenger-Carrying Provisions of This Part*.

3.51.5. Courier material may be consolidated in several forms including wooden crates or skids, large/small cardboard boxes and canvas pouches. Shipments may be loose loaded or palletized. Generally, couriers will prepare their own pallets for movement within the DTS. Courier stations may request pallet build up instruction from the local aerial port.

3.51.6. Loading and unloading of cargo pallets on DTS aircraft, including pallets containing courier material, is the air terminal's responsibility. Only TCJ3-C assigned couriers are authorized to handle individual shipments of courier material.

3.51.7. TCJ3-C couriers escort materials from origin to destination and must not be separated from the cargo. Since couriers maintain direct control/surveillance over courier materials, a DD Form 1387-2 is not required.

3.51.8. Courier material will be moved as expeditiously as possible in accordance with airlift priorities and space allocations.

3.51.9. Courier material must not be loaded or stored on pallets with hazardous materials. (T-1).

3.52. Cooperative Airlift Agreement (CAA) Cargo. The Governments of Australia, Canada, the United Kingdom and New Zealand have entered into agreements with the United States that provide for the reciprocal transportation of cargo. These agreements provide for the transportation of cargo of the military forces of these countries on aircraft operated by the military forces of the US and for transportation of US military forces cargo on aircraft operated by the military forces of these countries.

3.52.1. All exchange traffic transported under these agreements is on a reimbursable basis. The rate of reimbursement is at the rate charged to the military forces of the US for airlift in the DTS. Imbalances in the exchange of airlift are computed and paid for by the appropriate finance centers.

3.52.2. The responsibility of the nation supplying airlift is limited to providing airlift from the on-load air terminal to the off-load air terminal. The requesting nation is responsible for delivery of cargo to the on-load air terminal and for transportation of cargo from the off-load air terminal to the ultimate destination. The operation and maintenance of the loading and unloading equipment is the responsibility of the owning nation.

3.52.3. 528 AOC/XOG is responsible for coordinating the movement of CAA cargo with the foreign activity. Refer requests received from other activities to 528 AOC/XOG for action. The AOC can only honor requests from official CAA validators of the country concerned. Therefore, instruct requesters to route requests to their CAA validator for submission to the AOC. Except for TCN construction (which 528 AOC/XOG is responsible for), all documentation will be in accordance with DTR 4500.9-R, Part II. (T-0). CAA cargo will not be entered into the airlift system until authority for movement and a valid TCN (constructed as above) are received from the AOC. (T-2). Listing CAA cargo on the same TWCF manifest as other TWCF cargo shipments is authorized.

3.53. Route Support Equipment. Manifesting and reporting in accordance with [Chapter 4](#) are required when positioning or redistributing route support equipment (stanchions, litters, seats, Air Transportable Galley/Lavatories, K-loaders, power carts). All assets will be manifested and moved as Forward Supply System cargo, in accordance with AMCI 23-102. (T-2). Enter "196" in the "Project Code" (record positions 57-59) of the TCMD and in the "Project Code" block of the DD Form 1387, MSL, to indicate the shipments are Forward Supply System). These shipments may be entered into the AMC channel airlift system without the submission of an ATCMD to the ACA for airlift clearance. Aircraft assets which are installed components or in direct support of the aircraft which is being operated are not required to be manifested nor governed by AFMAN 24-204 or DTR 4500.9-R, Part II since items are not entered into the DTS as cargo.

3.54. Air Transportability Testing and Loading Agency (ATTLA) Certification. This section provides clarification to cargo processors, joint inspectors and load planners when determining if cargo requires an ATTLA certification.

3.54.1. For cargo requiring ATTLA certification, it is the shipper responsibility to obtain and provide the most current ATTLA certification letters and air terminal personnel must confirm the certification is provided prior to accepting cargo. (T-1). When determining if a certification may be required, Cargo Processing and/or Special Handling personnel use the following criteria:

3.54.1.1. Length greater than 20 feet. (commonly palletized outsized cargo such as pipes, wood, helicopter blades, light oversized cargo, etc. do not require ATTLA Certification)

3.54.1.2. Height or width greater than 8 feet.

3.54.1.3. Weight greater than 10,000 pounds.

3.54.1.4. Floor contact pressure greater than 50 pounds per square inch.

3.54.1.5. Axle loads greater than 5,000 pounds.

3.54.1.6. Wheel loads greater than 2,500 pounds.

3.54.1.7. Any item which requires special equipment or procedures for loading and/or securing for flight.

3.54.1.8. Unfamiliar items designed to be loaded directly into the aircraft rail system.

3.54.1.9. Cargo that exceeds weight limits stated in the approved certification letter.

3.54.2. If the cargo exceeds the criteria listed above and cargo processing, special handling agents and/or load planners have confirmed an ATTILA certification letter is not listed/available on the ATTILA website, then the load planner/joint inspector utilize the following criteria to make the determination if an ATTILA certification letter is required:

3.54.2.1. Items that exceed the allowable loading limits of the aircraft as described in the applicable aircraft TO 1C-XXX-9.

3.54.2.2. Items that require special equipment or loading procedures not listed in the applicable aircraft TO.

3.54.2.3. Items designed to interface with the aircraft rail systems (e.g., LSA™ adapters), not contained in the applicable aircraft TO.

3.54.2.4. Any type of watercraft, fixed-wing and rotary-wing aircraft not identified in the applicable aircraft TO.

3.54.2.5. Enclosed items (airtight containers, on-board tanks, etc.) not designed with pressure relief devices or items that cannot be configured in a way to allow for aircraft cabin pressure changes.

3.54.2.6. Non-palletized items with questionable structural integrity or items with significant damage to the frame or structural components (e.g., battle damaged equipment).

3.54.2.7. Items that cannot be restrained using standard restraint procedures listed in the aircraft's TO or items requiring specific restraint procedures.

3.54.2.8. Items that operate in flight.

3.54.3. The certification letter is required to follow the shipment through the DTS, load planners/joint inspectors will ensure that the ATTILA certification letter accompanies the shipment. (T-1).

3.54.4. If Cargo Processing, Special Handling and/or Load Planning personnel cannot determine if an item requires an ATTILA certification letter, then contact ATTILA via email: ATTILA@US.AF.MIL or DSN: 312-785-2330, Comm: (937) 255-2330.

3.54.5. Joint inspectors will use same ATTILA criteria listed above and in DTR 4500.9-R, Part III. (T-1).

3.55. Denton Program/Non-Department of Defense Organizations.

3.55.1. Denton Amendment cargo refers to humanitarian cargo donated by private citizens and/or other non-governmental organizations that may move on a space-a basis on DoD assets. This cargo cannot be taken at a cost to the US Government other than the cost of transportation for the cargo itself. Users submit requests through respective validator using the same procedures used for SAAMs. A listing of current mission validators may be obtained from USTRANSCOM TCJ3-SS. The POC for Denton Operations is: 437 APS Denton Program, commercial: (843) 963-6424/6425-Fax: (843) 963-6426. DSN: 673-6424/6425 Fax: 673-6426.

3.55.2. Agencies/non-Government organizations requesting movement of non-DoD cargo/gifts and donations via DoD airlift is prohibited. The DoD is not authorized to accept non-DoD cargo (e.g., care packages, candy, and magazines), for movement on DoD aircraft (military owned/organic or contracted) for deployed personnel. A sample listing of other organizations that send care packages to the troops may be found at: <http://www.defense.gov/Resources>. From this website scroll down to “Community” and click on “Care Packages.”

Section 3G—Irregularities in Shipment Processing.

3.56. Shipment Processing Irregularities. Follow these procedures to trace missing shipments, document lost shipments and expedite the movement of cargo and mail within the system. Initiate and answer correspondence concerning irregularities within time frames, if specified, as outlined in the following paragraphs.

3.56.1. Originating Frustrated Shipments. Frustrated shipments of cargo or mail due to some irregularity or request of the shipper that cannot be accepted into and/or continue movement. Reconcile any discrepancies noted at time of in-checking cargo or mail with the ACA/CSB or appropriate authority shipping activity prior to acceptance into DTS. Ensure preparation and distribution of discrepancy reports for shipments that are improperly packed, marked, labeled or certified, to include updates within GATES and DLA Transaction Services WebSDR program discrepancy reporting systems, in accordance with DTR 4500.9-R, Part II. (T-0).

3.56.2. Shipments corrected by the shipper do not require these reports. If the shipper cannot make the required corrections, air terminal may assist with the corrective actions. Note: Shipments from intermediate carriers will not be refused. (T-2).

3.56.3. The CSB is responsible for the preparation of SF 364, *Packaging Supply Discrepancy Reports (SDR)*, on shipment frustrations that result in a delay or additional packaging costs at CONUS air terminals. AMC aerial port air freight offices outside of CONUS are responsible for the preparation and distribution of SF 364 for shipments transiting the DTS.

3.56.4. General cargo will be moved to frustrated cargo area. (T-2). Complete AMC Form 33 and distribute as follows:

3.56.4.1. Original: Attach to the primary multi-shipment and/or individual shipment.

3.56.4.2. Duplicate: File in originator file

3.56.4.3. Triplicate: Furnish to ACA/CSB/appropriate authority for necessary action. Note: AMC Form 33 is not required if correction(s) is made on-the-spot.

3.56.4.4. Shipment frustrated in GATES and placed in a designated frustrated cargo bay location does not require a printed AMC Form 33. Processors must ensure detailed information is captured in the remarks section in order for the ACA/CSB to expedite corrective actions. (T-2). After all discrepancies are corrected, file the original copy of the AMC Form 33 in station copy, make dispositions in accordance with the AF RDS.

3.56.5. For hazardous material shipment irregularities, inspectors will follow inspection procedures in accordance with AFMAN 24-204. (T-0). Special Handling or joint inspectors will use AFMAN 24-204 Hazardous Material Inspection Checklist or locally produced checklist to identify incorrectly packaged, prepared or documented hazardous material shipments. (T-2). Identify the discrepancies to the office/agency responsible for ensuring corrective actions (i.e., ACA/CSB or user), before accepting for onward movement. The shipper is ultimately responsible for correcting the discrepancies.

3.56.6. For misdirected shipments received at air terminals for onward movement with neither originating nor connecting channels. Refer to Channel Sequence Listing on the AMC/A4TC SharePoint®.

3.56.6.1. Misdirected cargo arriving at air terminals will be frustrated to the ACA/CSB to redirect accordingly. (T-2).

3.56.6.2. Opportune airlift may be used to forward misdirected shipments towards the correct APOE for onward movement. When manifesting these shipments on opportune airlift include "TXI" trailer record identifying the shipment was misdirected.

3.57. Aircraft Loads Arriving Without Manifests. When an aircraft load arrives without cargo or mail manifests, take the following steps:

3.57.1. Stations with GATES capabilities will retrieve a copy of the manifest from mission monitoring or check manifest drop down box. (T-2).

3.57.2. Stations without GATES capabilities will conduct a thorough search of the aircraft to verify non-receipt of the manifest. (T-2).

3.57.3. ATOC will contact the manifesting station by telephone or electronic transfers to obtain necessary manifest header information and request appropriate manifests be sent. (T-2). Stations may use an electronic transfer from previous stations to prepare a manifest or off-loading processing list/in-check list for processing of shipments.

3.58. Short Shipments (S/S). Manifested air shipments of cargo or mail not located upon air cargo in-checking are be considered short shipped cargo. Check all cargo and mail shipments arriving against the accompanying manifests. Take the following actions if a shipment is not located in whole or in part during in-check:

3.58.1. Circle the missing shipment line item on the manifest/in-check list.

3.58.2. Hand scribe "S/S" on the right hand margin of the manifest/in-check list immediately following the circled line item

3.58.3. Change the totals on the manifest to reflect totals actually received. This includes the manifest and pallet headers, if applicable.

3.58.4. Forward manifest/in-check lists to the Data Records for short shipment reporting.

3.58.5. Update GATES by entering "S/S" in the status field. To account for short shipments, a GATES generated manifest amendment sheet will be printed out and attached to the front of the terminating manifest. (T-2).

3.59. Over-shipments (O/S). Un-manifested air shipments of cargo or mail arriving at an AMC air terminal are considered overshipped. Check all cargo and mail shipments arriving against the accompanying manifests. Take the following actions if a shipment is not located on incheck documentation:

3.59.1. Add the shipment to the appropriate manifest/in-check list on the last page below the cargo totals (i.e., total pieces, weight and cube).

3.59.2. Hand scribe "O/S" on the right hand margin of the manifest/in-check list immediately following the circled line item

3.59.3. Change the totals on the manifest to reflect totals actually received. This includes the manifest and pallet headers, if applicable.

3.59.4. Forward manifest/in-check lists to the Data Records for short shipment reporting.

3.59.5. Update GATES by entering "O/S" in the status field. To account for overshipments, a GATES generated manifest amendment sheet will be printed out and attached to the front of the terminating manifest. (T-2).

3.60. Pilfered Shipments. When a shipment arrives at a station and its condition indicates possible pilferage (e.g., cases broken open, mail sacks torn or cut), contact ATOC and air terminal leadership to initiate an immediate investigation. If pilferage is suspected or confirmed:

3.60.1. Make an immediate report, by telephone, to security forces (civilian equivalent), followed by a written report as soon as possible.

3.60.2. Upon release of the shipment by the security forces, air terminal will coordinate with the ACA/CSB regarding disposition of pilfered shipments. (T-2). If the Chief of Security Forces confiscates the shipment, follow the procedures in [paragraph 3.61](#)

3.61. Confiscated Shipments. A cargo or mail shipment within the DTS that is removed due to pilferage, suspicion of containing illegal items, etc., is considered to be a confiscated shipment.

3.61.1. When a cargo or mail shipment is confiscated, the air terminal obtains a receipt from the confiscating agency on a TCMD or appropriate transportation release document as if the shipment were terminating. Annotate the document with the reason the shipment was removed from the DTS.

3.61.2. Advise the consignor, consignee and AMC/A4TC that the shipment has been confiscated.

3.61.3. If the shipment is released by the confiscating agency within 15 days, then process for onward travel and notify the consignor, consignee, and AMC/A4TC that the shipment has been released.

3.61.4. If the shipment is not released from the confiscating agency within 15 days, air terminal where the confiscating action took place initiates a DD Form 361, *Transportation Discrepancy Report*, to advise the consignor, consignee and AMC/A4TC of the confiscated status exceeds 15 days so action may be taken.

3.62. Lost Shipments. If tracer action, which includes a message to the consignee requesting acknowledgment of receipt or non-receipt of cargo, fails to locate a shipment in the AMC airlift system within 15 workdays, it is considered to be a lost shipment. The station originating the tracer initiates a DD Form 361, regardless of dollar amount, in accordance with DTR 4500.9-R, Part II. Include the following statement on the DD Form 361: “Shipment could not be located in the DTS and has been declared lost, and consignee confirms that shipment was not received.” (T-0).

3.63. Shipments Inchecked, but not Located in the Air Terminal. After the air terminal performs a thorough physical inventory and GATES search, inform Data Records, shipment cannot be located. Data Records will complete the following actions:

3.63.1. Initiate request for information TDR using DD Form 361 completed in accordance with DTR 4500.9-R, Part II. (T-0).

3.63.2. Send to the consignee and other impacted stations with the following statement in block 30: “Non-response within ten days from the consignee will be considered receipt of shipment.” (T-1).

3.63.3. If completed tracer action fails to locate the shipment within ten days, consider the shipment lost and follow procedures in [paragraph 3.62](#) (T-1). Note: The DD Form 361 is used for both request for information and final TDR (Initial Notification); differentiate by checking the appropriate box in [Part I](#).

3.63.4. Delete shipments that cannot be located within above timeframes from GATES. (T-2).

3.63.5. Deletion transactions must be approved in writing by air terminal management. (T-1).

3.64. Found Shipments. Document shipments found in the AMC terminal as overshipments and send on to the ultimate consignee.

3.65. Damaged Shipments. Inspect all cargo shipments for damage. Terminals will not accept originating shipments that appear to be damaged, except those received via intermediate carriers (e.g., commercial trucks). (T-2). For all damaged shipments which are accepted:

3.65.1. Circle the line item on the manifest/shipping document.

3.65.2. Annotate degree of damage on reverse side of manifest/shipping document.

3.65.3. Frustrate to ACA/CSB, or equivalent authority, pending corrective action or receipt of disposition instructions.

3.65.4. In the event a shipment has been damaged within the AMC airlift system, take the following appropriate actions:

3.65.4.1. When only the container is damaged arranges with the appropriate activity to have the shipment repacked, marked and labeled, as required.

3.65.4.2. If inspection reveals the contents are slightly damaged frustrate shipment to the ACA/CSB or equivalent authority. The ACA/CSB or equivalent authority will have the contents inspected by a qualified individual to determine if the shipment should be sent in its present condition. (T-1). In either case, initiate a DD Form 361 within 15 days explaining the cause of damage in the remarks section.

3.65.4.3. If inspection reveals the contents are damaged beyond economical repair, frustrate the shipment to the ACA/CSB, or equivalent authority. Annotate the reverse side of the station copy of the TCMD/manifest with details of the damage. Initiate a DD Form 361 within 15 days advising the degree of damage and requesting disposition instructions from the shipper. Send an information copy of the DD Form 361 to ACA/CSB or equivalent authority.

3.65.5. All DD Forms 361 pertaining to personal property shipments will include the member's name, grade and the shipment TCN. (T-2).

3.65.6. Prepare a SF 364, as applicable, when instances of unsatisfactory preservation, packaging, marking of shipments are encountered. Note: If an incident involves cargo damaged by AMC, prepare the TDR in accordance with applicable procedures and frustrate shipment to CSB or equivalent authority, annotate in GATES with details of damage, notify shipper for disposition instructions/corrective actions, and if cargo is not repaired, send copy to shipper (if military) to place claim through local finance office.

3.65.7. For damaged mail shipments, contact nearest AMT or US military post office.

3.66. Diversion of Cargo or Mail. Do not divert channel cargo accepted into DTS to other modes of transportation without contacting 618 AOC/XOG

Section 3H—Aircraft Loading/Off-loading.

3.67. Aircraft Ramp Services. Ramp Services is responsible for ensuring that all manifested cargo and mail are loaded during ramp operations. The Special Handling section is only responsible for loading actions involving loose shipments or special handling cargo requiring signature.

3.67.1. Load team composition consist of four load team members as a minimum; Load Team Chief (LTC), chocker, spotter, and driver; however type aircraft and cargo load composition may influence actual team size.

3.67.2. LTC is the last step in the quality control process and should cross check details on the load pull sheet/manifest/load plan against the cargo to prevent loading issues.

3.67.3. LTC will use [Attachment 8](#). (T-1). This checklist must be present during aircraft loading. (T-1). Local management may add to checklist.

3.67.4. Load teams and special handling personnel will use the load plan/load pull sheet to pull the pallets and/or loose shipments from the storage areas and assemble the load. (T-1). Load teams will ensure the pallet identifier, destination and weight on the DD Form 2775 (Pallet Placard) match the data on the load pull sheet. (T-1). For loose shipments, match the TCN on the label (DD Form 1387) to the shipments on the load pulling document. (T-1). Sequence the load in accordance with the load pull sheet. Personnel will assemble and inspect all planned loads prior to arrival at aircraft. (T-1).

3.67.5. Load teams ensure all dirt, snow, ice, and standing water is removed from pallets prior to loading on an aircraft.

3.67.6. LTC ensures all necessary equipment is available for loading and meets aircraft SOEs as expeditiously as possible.

3.67.7. LTC will brief load teams about unique load characteristics and loading prior to actual operation start (e.g., explosives, hazardous materials, vehicles, and outsize cargo). (T-1).

3.67.8. If any discrepancy is noted and corrective actions are not immediately possible, notify dispatch, ATOC and load planning so pallet/piece can be bumped and supplemented with other cargo.

3.67.9. Loading operations are a coordinated effort between the LTC and the loadmaster, boom operator, contract/carrier representative and/or Aerial Port Expeditor Load Director.

3.67.10. The special handling representative will ensure the accountability of all special cargo and transfer custody. (T-1).

3.67.11. Ramp Services delivers inbound cargo to the terminating cargo area. When possible, keep loads together for ease of processing. Special handling shipments must be delivered directly to the Special Handling section. (T-2).

3.68. Nuclear Cargo Loading. Nuclear airlift missions are one of the most important types of missions in the airlift system. Contingency and/or emergency airlift procedures are available in AMCI 11-208, *Mobility Air Forces Management*, and the operations procedures volume of each mobility aircraft's respective AF manual (e.g., AFMAN 11-2C-130JV3, AFMAN 11-2C-17V3).

3.68.1. Units maintain nuclear shoring kits as outlined below to support Primary Nuclear Airlift Force during peacetime and contingency/emergency requirements levied by AMC or OPLANS. The unit Primary Nuclear Airlift Force Program Manager will ensure nuclear shoring kits are maintained. (T-2).

3.68.2. The responsible aircrew loadmaster/boom operator notifies the ATOC, or appropriate office, of the type and amount of shoring required for the planned mission using the AMC Form 292, *C-17A Special Loading Equipment Receipt*.

3.68.3. The unit storing and maintaining the shoring stockpile fills the requirement and delivers the shoring to the aircraft, along with AMC Form 292 prepared in duplicate, for transfer of accountability.

3.68.4. The responsible aircrew member inventories and receipts for items received. The storing unit keeps the original copy of AMC Form 292, and the duplicate copy is given to the aircrew member.

3.68.5. Upon return of the shoring equipment to the storing unit, it must be inventoried jointly by the aircrew member and the storing unit representative. (T-2). To justify stock replenishment, annotate in the remarks section of AMC Form 292 the number of missing items and the condition of returned items. Once the shoring kit has been returned to the storing activity, retain AMC Form 292 in the station files and dispose of it in accordance with the AF RDS.

3.68.6. Nuclear Shoring Kit Inventory, RCS: AMC-A4TC (A) 8002. Accomplish an annual inventory during the first quarter of each fiscal year by the unit storing the kit to ensure the required stockpile is maintained and the equipment is serviceable. AMC Form 292 may be used to accomplish this inventory. The unit performing the inventory maintains a copy of the inventory in station files and disposes of it in accordance with the AF RDS. Send AMC Forms with a cover letter identifying the inventory as RCS: AMC-A4TC (A) 8002, Nuclear Shoring Kit Inventory. Responsibility for preparation and submission of this report rests with the operations officer. The number of required Primary Nuclear Airlift Force shoring kits for OPLAN tasked units will be in accordance with wing guidance.

3.69. Engine Running On and Off-load (ERO) Procedures. EROs are primarily useful in combat, contingency, or training operations and can be used to expedite the flow of aircraft when ground time warrants a departure from normal operation.

3.69.1. ATOC is the coordinating and approving authority for ERO support (in conjunction with Ramp Services Dispatch).

3.69.2. EROs will not be used for convenience and will not be requested unless they will enhance velocity, training, and mission effectiveness. (T-1).

3.69.3. When ERO is required or requested, ATOC and the command post will coordinate with the aircrew. (T-2). Note: For arriving aircraft ERO must be requested NLT 30 minutes prior to estimated time of arrival. (T-2).

3.69.4. ERO operations will only be performed on US Air Force C-130, C-5, C-17, and C-21 aircraft. **(T-1)**. ERO operations will be conducted in accordance with AFMAN 11-2C-130HV3, *C-130H Operations Procedures*, AFMAN 11-2C-130JV3, AFMAN 11-2C-17V3, AFMAN 11-2C-21V3, *C-21 Operations Procedures*, AFMAN 11-2C-5V3, and *C-5 Operations Procedures*. **(T-1)**.

3.69.5. When determining ERO support always consider mission visibility, availability of qualified personnel, aircraft load characteristics, and overall operational mission impact.

3.69.6. LTC use of appropriate ERO checklists is mandatory for planned/short notice EROs performed on C-5, C-17, and C-130 aircraft. (T-1). Additional information is located in DTR 4500.9-R, Part III, Appendix Y.

3.69.7. Passenger Service Agents will brief passengers on ERO procedures prior to boarding or offloading. (T-1).

3.69.8. Only explosives hazard class/division 2.4 can be loaded during ERO operations. All other explosive class/divisions can only be provided ERO support if authorized by approved OPOD and in conjunction with the local command post.

Chapter 4

AIR TERMINAL OPERATIONS

Section 4A—Air Terminal Operations Center and Load Planning Section.

4.1. Air Terminal Operations Center (ATOC). Serves as the APS and AMS informational focal point for air transportation operations and dispatches data to appropriate work centers. ATOC prioritizes workload and provides tactical mission oversight to work centers. ATOC are only located in APS and AMS. Logistics readiness squadrons (ATF and/or unilateral aircrew training (UAT)) do not earn nor need to maintain an ATOC; the local command post serves as the base informational focal point and will relay pertinent information. ATOC will serve as the primary base POC for air transportation issues with 618 AOC/APCC. (T-2). The APCC is available 24/7 to provide guidance and support to ATOC at DSN: 312-779-0350/0355 or commercial: 618-229-0350/0355.

4.2. ATOC Flight Chief. Supervises all ATOC resources and ensure qualified personnel are selected to perform ATOC duties. The ATOC flight chief oversees DOs, senior controllers, information controllers, ramp coordinators, Load Planning and Data Records sections in conjunction with operations officers and ATMs. In the event an ATOC function is collocated with base or wing command posts, ATOC flight chief will develop local OI to outline duties and responsibilities not covered in this volume. (T-2).

4.3. Duty Officer (DO)/Senior Controller. DOs supervise day-to-day aerial port squadron and air mobility squadron tactical operations by monitoring flightline activities. The senior controller will assume DO roles and responsibilities when DOs are not assigned/available. (T-2). The senior controller and/or DO will:

4.3.1. Monitor and provide all required coordination for airlift mission to include work unique requirements. (T-2).

4.3.2. Supervise information control and ramp coordinator functions. (T-2).

4.3.3. Monitor current operating conditions to include other air transportation workcenters, SOEs, weather forecast, aircraft maintenance status, ramp saturation, aircraft parking plans, etc. (T-2).

4.3.4. Research/provide transportation delays to command and control (C2) agency. (T-2).

4.4. Information Control. Information control collects, processes, and disseminates information pertaining to air transportation operations. Information control will:

4.4.1. Work closely with applicable MAJCOM AOC, C2 agencies, base operations, other stations to ensure each air transportation work centers have needed information. (T-2).

4.4.2. Announce and confirm inbound aircraft arrivals via radio or telephone. (T-2).

4.4.3. Notify work centers of sudden changes in aircraft maintenance status, parking spots, departure/arrival times, tail swaps, configuration changes, and diverted/cancelled/aborted missions. (T-2). **Note:** Information controllers will not solely rely on automated systems to retrieve and disseminate load information; if information is unavailable, retrieve and disseminate load information by calling work centers and other stations. (T-2).

4.4.4. Coordinate AMC commercial contract missions with COR (if assigned), carrier representatives and work centers. (T-2).

4.4.5. Update SOE times and mission information in MLR. (T-2). For mission not identified in automated scheduling system(s), information control will construct a mission identifier when ground handling services are required and/or performed. (T-2). To construct a mission identifier, use the MAF mission encode/decode procedures located at: <https://www.my.af.mil/gcss-af/USAF/ep/browse.do?programId=tA4057E1F2C6A9B77012CBD26518A1C04&channelPageId=s6925EC1341A00FB5E044080020E329A9>.

4.5. Ramp Coordinator. Ramp coordinators operate on the flightline as a mobile monitor of all air transportation operations. Ramp coordinators will:

4.5.1. Maintain constant communication with the DO and/or the senior controller, information control, load teams, and workcenters. (T-2).

4.5.2. Brief aircrew on pertinent payload information to include seat release, hazardous materials, special cargo shipments, special category passengers, couriers, number of pallets, load characteristics, total tonnage, etc. (T-2).

4.5.3. Meet all inbound aircraft to collect cargo and/or passenger mission documentation ensuring sufficient copies of manifests remain for transfer accountability. (T-2).

4.5.4. Make recommendations to ATOC to divert equipment and personnel in order to prevent mission delays. (T-2).

4.6. Capability (Cape) Forecasting. Cape coordinates mission requirements with users, air work centers, and designated MAJCOM C2 agencies to ensure mission execution. Cape monitors the cargo backlog and communicate with respective MAJCOM/AOCs to balance cargo requirements. Cape obtains overflight/port-to-port explosive clearances and coordinates diplomatic clearances for all other hazardous materials. Responsibilities are as follows:

4.6.1. Daily mission forecast schedule. Cape will extract data from appropriate automated C2 systems or published schedules/amendments to prepare the forecasted mission schedule. (T-2). Forecast will consist of missions at least 72 hours out and will contain cargo/passenger requirements/special coordination (e.g., space blocks, explosives, diplomatic clearances, military working dog (MWD), and DCS couriers). (T-2).

4.6.2. Overflight/port-to-port explosive clearances will be coordinated for all inbound, outbound and intransit shipments and monitor the location capabilities. (T-2). Installation Weapon Safety office provides authorized explosives storage locations and limitations. Coordinate port-to-port explosive clearances in accordance with the procedures located on the AMC/A4T SharePoint®.

4.6.3. For diplomatic clearance procedures refer to **Attachment 10**. Additional guidance may be applicable based on the MAJCOM AOC with operational control of the aircraft; consult 618 AOC for applicability.

4.6.4. Foreign Military Sales (FMS) Pilot Pickup (PPU) Missions. Coordinate FMS PPU missions in accordance with the FMS/PPU Procedures/Checklist located on the AMC/A4T SharePoint®.

4.6.5. Space block requests will be submitted to the appropriate cape forecaster no earlier than (NET) ten days and NLT 48 hours (2 business days) prior to the required movement date. (T-2). Cape process requests from customers, determine suitable missions, and forward requests to the appropriate 618 AOC/XOG bookie for approval consideration. Requests for AMC missions operating over weekends or holidays must be received NLT 1500Z on Friday. (T-2). Receive confirmation from 618 AOC booking activities via telephone, GDSS, or e-mail and ensure necessary coordination to provide the space as directed.

4.6.5.1. For all space block requests out of Dover AFB and Charleston AFB contact 618 AOC/XOGA at 618.TACC.XOGW@us.af.mil.

4.6.5.2. For all space block requests out of McGuire AFB, Norfolk Naval Air Station, or Travis AFB contact 618 AOC/XOGB at 618.TACC.XOGE.Bookie@us.af.mil.

4.6.5.3. For all Outside Continental United States (OCONUS) space block requests contact 618 AOC/XOGC Offshore Bookies at Offshore.Cargo.Bookies@us.af.mil.

4.6.6. Military Working Dogs (MWDs) and Handlers. MWDs will be transported and manifested as cargo; movement via Patriot Express must be used as a last resort to avoid displacement limited pet spaces. (T-2). MWD movement not on organic or military contracted aircraft will be coordinated through the local Installation Travel Office (ITO). (T-2).

4.6.6.1. To book on Patriot Express missions, ITOs must contact respective MAJCOM's AOC Passenger Section at DSN 312-779-4024 or commercial 618-229-4024 to book handler and MWDs. MWDs are manifested as cargo and must have a TCN and valid TAC. (T-2). Requests for movement on Patriot Express missions will not be approved more than ten days from departure to minimize impact on pet movements. (T-2).

4.6.6.2. The following must be included on all MWD requests:

4.6.6.2.1. Name, rank/DoD ID number. (T-2). Note: Commercial passenger missions require the handlers' date of birth.

4.6.6.2.2. Branch of service. (T-2).

4.6.6.2.3. TCN and type of dog (Explosive, Drug, Search and Rescue, etc.). (T-2). Identify any hazardous material accompanying the shipment.

4.6.6.2.4. Total weight (dog, kennel, food, and bags). (T-2).

4.6.6.2.5. Include a separate entry on Patriot Express missions for dog and kennel only (must not exceed the number of pets or ACL listed in GATES). (T-2).

4.6.6.2.6. Mission number, departure date and time, aerial port of embarkation (APOE), aerial port of debarkation (APOD). (T-2).

4.6.6.2.7. 24-hour POC name and number (DSN and commercial). (T-2).

4.7. Load Planning Section. Load Planning Section is responsible for planning, selecting, sequencing, and manifesting cargo and/or mail on airlift missions while maximizing aircraft utilization and safety of flight.

4.7.1. Load plans must be completed NLT six hours prior to aircraft departure for organic aircraft and by contractual agreement times for CRAF carriers. (T-2).

4.7.2. Load plan is required for any mission carrying cargo and/or mail unless the total net weight is under 300 pounds and loose loaded.

4.7.3. Aircrew may deviate from load plans to facilitate ease of loading, accommodate additional passengers, and to alleviate unnecessary aircraft reconfiguration downrange. When deviations are made, ensure aircrew annotate changes and sign the load plan for station file and inclusion in MLR. (T-2).

4.7.4. Provide UAT load plan requirements in accordance with AFI 24-605 Volume 3, *Air Transportation Functions and Unilateral Aircrew Training*.

4.7.5. Load Planning must leave a pallet position open to accommodate palletized baggage for organic aircraft carrying over 20 passengers with the exception of the KC-10, which requires a baggage pallet position when there are more than ten passengers, in accordance with AFMAN 11-2KC-10 V3, *KC-10 Operations Procedures*. (T-1). Note: If the mission payload does not allow enough space for a baggage pallet, ATOC will communicate with the aircrew to approve floor loading of the baggage or limit passengers to hand carried baggage.

4.8. Cargo Selection Procedures. Select cargo and mail based upon destination, movement priority, and SET. This process is typically known as “First In/First Out” (FIFO). Exception: AMC MICAP, mail, “Life or Death” shipments, human remains, 999, Forward Supply System, and perishable rations will be selected ahead of other cargo or mail. (T-1). Green and/or Purple Sheet cargo are moved on the first available mission, but will not displace cargo already manifested on departing aircraft, unless directed by respective MAJCOM. Green Sheet cargo requested by a particular service will be moved ahead of that service's cargo only, without regard to priority and SET (refer to [Attachment 11](#)). (T-2).

4.8.1. Load planners will strive to maximize utilization first on commercial contracted channel missions, then organic channel missions, before opportune airlift to the greatest extent possible.

4.8.2. Load planners will strive to achieve 90% ACL and/or 80% cube (volume weight) in accordance with the aircraft utilization goals posted on the AMC/A4T SharePoint®.

4.8.3. Load planners always consider FIFO when planning loads; however, load planners may deviate from FIFO to maximize aircraft utilization or meet Time Definite Delivery standards.

4.8.4. Load planners will direct Cargo Processing and/or Special Handling to build specific module cargo pallets for specific airframes in order to maximize aircraft utilization. (T-2). Cargo will be palletized close to mission departure to allow cargo to aggregate in order to maximize pallet utilization unless pallet module weight and/or cube goals can be met, cargo bays have reached maximum capacity or cargo bays contain non-stackable cargo commodities. (T-2).

4.9. Load Inspection. Load planners must physically inspect outbound cargo and mail loads to ensure airworthiness and compliance with aircraft limitations. (T-1). When load planning thru-load cargo (not on station), a physical inspection is not necessary. Load planners must ensure thru-load hazardous cargo is compatible with originating hazardous cargo. (T-1). Load Planning will coordinate with ATOC to ensure necessary equipment is available at downline stations to receive cargo with special requirements. (T-2).

4.10. Hazardous Cargo Requirements. Consolidate hazardous cargo to the greatest extent possible and consistent with compatibility requirements of AFMAN 24-204. Passenger deviation management will be controlled by respective MAJCOM (refer to [Attachment 9](#)).

4.11. Final Manifesting. The Load Planning section will ensure final manifests are prepared for all cargo and mail loaded aboard an aircraft for each downline station. (T-1). Load Planning prepares a separate manifest for each of the following categories of cargo and mail:

- 4.11.1. General cargo.
- 4.11.2. Ordinary mail.
- 4.11.3. AMC MICAP.
- 4.11.4. Registered mail.
- 4.11.5. Life or death.
- 4.11.6. Courier materiel.
- 4.11.7. Signature service.
- 4.11.8. Human remains.
- 4.11.9. Money and gold bullion.
- 4.11.10. Purple Sheet cargo.

4.12. Aircraft Assets. Assets are installed aircraft components or in direct support of the aircraft being operated (e.g., ATGL, mission support kits) are not governed by DTR 4500.9-R, Part II, and will not be entered into the DTS as billable TWCF cargo nor manifested. ATOC will include aircraft assets when completing the MLR. (T-2). Load Planners will annotate aircraft assets on load plan when moving cargo but is not required if aircraft load is only aircraft assets. (T-2). Note: A load plan is not required when the Air Transportable Galley/Lavatory (ATGL) and/or seat kits are identified as aircraft assets.

- 4.12.1. Aerial ports assist with the loading of aircraft assets, as necessary. Use the mission remarks section within the applicable automated C2 system(s) to document loading/offloading.
- 4.12.2. Items/equipment, not considered aircraft assets, moved to support anything other than the transporting aircraft or when assets is removed from the transporting aircraft will be shipped as cargo. (T-2). Such items or equipment must have a billable TAC and will be prepared, processed, and manifested in accordance with the DTR 4500.9-R, Part II and AFMAN 24-204 (if hazardous). (T-0).

4.13. Manifest Distribution. Originating stations will produce one copy of each manifest for station file copy and sufficient copies for downline stations. (T-2).

4.14. Load Plan Distribution.

- 4.14.1. Provide the original copy of load plan and all associated shipment documents to ATOC for preparation of the MLR and inclusion in the CFP.
- 4.14.2. Provide the second copy of the load plan to ATOC to brief the aircrew, and provide the aircrew with a working copy.

4.14.3. Provide the third copy of the load plan to ramp services for load pulling and aircraft upload. Ramp personnel will annotate this copy to reflect any discrepancies/changes and return it to ATOC after aircraft upload. (T-2). Note: Provide a copy of load pull sheet to applicable work centers to identify loose cargo and pallet build-up requirements.

4.15. Load Sequencing. Load planners should sequence loads to expedite cargo on/off load at enroute and/or destination stations. For jettison purposes on C-130, C-17 and C-5 aircraft, load planners should consider load planning rolling stock in front of the aircraft, followed by multi-pallet trains, and finally single pallets should be loaded in the rear of the aircraft. Note: Ease of off-load will not take precedence over safety of flight. (T-1).

4.16. Commercial Airlift & Load Plans. The responsibility for load sequencing to include weight and balance of commercial aircraft rests entirely with the specific carrier. Consult the AMCPAM 10-402, V1, *DoD Contracted Airlift Load Planning Information*, for general planning guidance. Contact the carrier representative for specific limitations associated with commercial aircraft. Load planning can prepare a load plan once a carrier representative provides the load sequence.

4.16.1. Load planners will submit selected loads to the commercial contract representative NLT ten hours prior to scheduled departure. (T-2). The information must include hazardous cargo information utilizing the brief sheet, reverse side of the AF Form 4080, *Load/Sequence Breakdown Worksheet*, or the 618 AOC Dips Hazardous Cargo Coordination Spreadsheet located at:

[https://tacc.us.af.mil/default.asp?action=FILEUPLOAD&component=TACC FORMS](https://tacc.us.af.mil/default.asp?action=FILEUPLOAD&component=TACC_FORMS).

(T-2). Load planners will provide information on cargo characteristics (e.g., height, weight, palletized cargo, multi pallet train, rolling stock). (T-2). The commercial contract representative will send the load sequence back to Load Planning in accordance with the CRAF PWS. (T-2).

4.16.2. Special cargo loads are un-netted single 463L pallets, un-netted multi-pallet trains and items that cannot be loaded in the aircraft rail system (e.g., center loaded). Special cargo loads may require additional restraint to the aircraft floor and a tie-down schematic produced by the commercial carrier. For special cargo loads, load planners must coordinate with the carrier representative 48 hours in advance of aircraft arrival to ensure sufficient time for carriers to secure additional restraint and to develop a tie-down schematic. (T-2). When requested, load planners will assist carriers in providing cargo information necessary to develop a tie-down schematic (e.g., photos, data sheets). (T-2). ATTILA certification letters typically used for organic aircraft can also be used to assist commercial carriers in identifying tie-down points. Note: Special cargo loads arrive at the air terminal within 48 hours of aircraft arrival, load planners may request movement from the carrier representative. The carrier representative has final approval authority on accepting the request.

4.17. B-747 Tall Rigid Cargo (TRC) Requirements. B-747 weight and balance manuals require frangible cargo to be loaded under the aircraft bulkhead and forward of TRC when loaded on the main deck. When sufficient frangible cargo is not available/loaded, the TRC will be restrained to 9Gs. When planning for TRC, carriers will determine the number of frangible pallets required and assist load planners in identifying frangible cargo. TRC is defined as any rigid cargo at or above 95.75" from the surface of the pallet that will not break apart during an emergency event. In an emergency event, TRC must be stopped before it impacts the bulkhead. Examples of rigid cargo include triple containers, vehicles, machine tools, pipes, generators, and motors. Load Planning section must coordinate with commercial carriers 48 hours in advance when planning TRC on B-747 aircraft. (T-2).

4.18. B-747-8 Pallet Limitations. The B-747-8 can handle 50 pallet positions (38 on main deck, 7 in forward belly, and five in aft belly). Pallet heights for main deck/belly is consistent with other AMC contracted commercial B-747 freighters. Nose load is limited to a height of 94" for palletized cargo. Note: Positions 1-3 on the upper deck are not secured by locks and will not be used. (T-2). Load planners will plan for 47 positions (35 on main deck/12 in belly) until an approved tie-down plan is approved. (T-2). Side loads are restricted to the Halvorsen loaders to include elevator operations. Tunner loaders are not authorized for side loads due to the 4" clearance between the rear of the loader and the aircraft wing but may be utilized for bridging operations in the lowered position. (T-2). Note: For palletized loads exceeding a height of 94" ATOCs/mission planners must ensure downline locations have Halverson loaders. (T-2).

4.19. Mean Aerodynamic Cord (MAC). When load planning AMC organic aircraft, Load Planning will plan the load center of gravity (C/G) at or as close to optimal flying C/G percent of Mean Aerodynamic Cord (MAC) as possible, without decreasing aircraft utilization or safety of flight. (T-2). Load Planning will plan the load C/G to the Zero Fuel percent of MAC listed in [paragraphs 4.19.1 – 4.19.7](#) (T-2).

4.19.1. C-5: Optimal zero fuel is 38% of MAC (36% MAC when passengers and baggage are unaccounted for) in accordance with AFMAN 11-2C-5, V3, Addenda A, *C-5 Operations Configuration and Mission Planning*.

4.19.2. C-17: Optimal zero fuel C/G is based on aircraft operating weight in accordance with TO 1C-17A-1, *Flight Manual, USAF Series C-17A Aircraft*:

4.19.2.1. Aircraft zero fuel weight less than 400K = 40.0 % of MAC.

4.19.2.2. Aircraft zero fuel weight 400K – 425K = 39% of MAC.

4.19.2.3. Aircraft zero fuel weight 425K – 447K = 38% of MAC.

4.19.3. C-130H: Optimal zero fuel is 20-22% of MAC in accordance with AFMAN 11-2C-130H, V3, Addenda A, *C-130H Operations Configurations/Mission Planning*.

4.19.4. C-130J: Optimal zero fuel is 20-22% of MAC in accordance with AFMAN 11-2C-130J, V3, Addenda A, *C-130J Operations Configuration/Mission Planning*.

4.19.5. KC-10: Optimal zero fuel is 24% of MAC.

4.19.6. KC-135: Optimal zero fuel is 25% of MAC.

4.19.7. KC-46: Optimal zero fuel is 11% of MAC.

4.20. C-130J Aircraft Optimum Bending Moments.

4.20.1. Load Planners will plan C-130J cargo loads within the Integrated Computerized Deployment System (ICODES) Optimum Bending Moments chart first, then within the ICODES C/G range. (T-2). Optimum bending moments takes precedence over Optimum C/G. Optimum bending moments can be achieved by planning heavy to light utilizing pyramid method (e.g., PP4, PP5, PP3, PP6, PP2, PP7, PP1, PP8). Note: Pre-coordinate with home station aircrew prior to finalizing load plan.

4.20.2. Single pallets containing hazardous cargo should always be load planned to the rear of the aircraft for jettison purposes, however, planners may place single pallets containing hazardous cargo in front of other jettisonable pallets to achieve optimum bending moments.

4.21. Terminal Inventory. Load planning will conduct a daily inventory of capped pallets/rolling stock within the air terminal and coordinate with functional areas to correct discrepancies. (T-2).

4.22. Station On-Hand Channel Report, RCS: AMC (AR) 7115. Aerial port squadrons and air mobility squadrons must be prepared to provide manual backlog data (station on-hand report) to respective MAJCOM AOCs as required. (T-2). This report reflects the amount of movement-ready channel cargo and mail on-hand and cargo moved on channel missions in the last 24 hours, as well as other necessary data for efficient application of airlift and other overall management actions. Instructions for completion are located on AMC/A4T SharePoint® website.

4.23. Handling of DoD Aircraft (Non-AMC or Non-TWCF). As DoD common user terminals, aerial port squadrons and air mobility squadrons will provide non-reimbursable services to DoD (non-AMC or non-TWCF) missions in accordance with the Joint Chiefs of Staff priority system. (T-0). Non-reimbursable support services include MHE support and passenger transportation.

4.23.1. ATF personnel will be available to serve as mobility forces at non-located AMC APS or AMS locations. (T-1). At these locations, ATF personnel typically serve as cargo deployment function leads, joint inspectors, final load planners and/or load team chiefs. Note: At locations with an APS or AMS, the APS or AMS will serve as the mobility force. (T-2). ATF personnel should develop professional working partnerships with APS or AMS leadership to ensure both units clearly understand respective roles and have solid transition plan during deployment operations.

4.23.2. During contingencies and exercises, ATF personnel will support the IDO by supervising and/or providing subject matter expert guidance to the installation/wing augmentees in both the cargo deployment function and personnel deployment function areas. (T-1). ATF assigned personnel should refer to DTR 4500.9-R, Part III, AFI 10-403, *Deployment Planning and Execution*, and locally established installation deployment plan for additional guidance.

4.23.3. When only providing MHE support, APS and AMS are not considered the mobility forces in accordance with DTR 4500.9-R, Part III. The owning organization (defined as the deploying force) is responsible to ensure cargo is properly prepared for air transportation (weight, fuel levels, center of balance, etc.). APS and AMS will annotate in station files, MLR and mission folders that "APS and AMS only provided MHE support". (T-1).

4.24. TWCF Missions. The manifest station, APOE, and APOD are the key elements in the TWCF billing process. When the manifest station is the same as the APOE, TWCF will bill the customer to the APOD identified from the DD Form 1384, *Transportation Control and Movement Document*. Any changes made to the origin APOE can result in either duplicate or no billing of customers. At the first point of entry in the AMC airlift system, the APOE must coincide with the manifest station for billing to occur. When the manifest station is not the same as the APOE, this traffic is determined to be intransit and no billing will occur. Space available passenger movement will not be considered until movement of all revenue cargo, mail, and passengers. (T-1).

4.25. Opportune Cargo/Passenger Space. An aircraft positioning/de-positioning to/from a channel mission may be considered opportune airlift. Use caution to ensure opportune cargo does not interfere with or delay the scheduled departure of channel mission in accordance with AMCI 11-208.

4.26. Handling and Billing Non-DoD Aircraft for Aerial Port Aircraft Services. For foreign governmental aircraft support to include routine port services and reimbursable charges refer to AFI 10-1801, *Foreign Governmental Aircraft Landings at United States Air Force Installations*. (T-1). For Non-DoD aircraft billing, APS and AMS will submit a billing memorandum to HQ AMC FMFAB, 402 Scott Drive Unit 1K1, Scott AFB, IL 62225 or scan and email to AMC.FMFA.TWCF@us.af.mil for processing. (T-1). Submit the memorandum as soon as possible after completion of ground services and/or supply support. A template for this memorandum is available for download on the AMC/A4T SharePoint®, “Reimbursement for Non-DoD Aircraft Sample Memorandum with Fiscal Year Rates.” Provide a copy to the aircrew and retain a file copy in the CFP in accordance with disposition requirements.

4.27. Foreign Military Sales (FMS) Pilot Pick-Up (PPU) Missions. DTR 4500.9-R, Part II, Appendix E, provides guidance on FMS PPU missions. APS and AMS will utilize the FMS/PPU Procedure/Checklist located at AMC/A4T SharePoint® and will send a copy to the requesting agency. (T-1).

4.28. Material Handling Equipment (MHE) Support to Aeromedical Evacuation Missions. In accordance with AFI 11-2AE, V3, *Aeromedical Evacuation (AE) Operating Procedures*, AE aircrews can request support for patient enplaning/deplaning with ATOC if Patient Loading System (PLS) and High Deck Patient Loading Platform are not available. Typically MHE support is high-lift truck or Tunner/Halvorsen loader for litter patients and loading AE equipment. Note: MHE will not be used solely for loading AE crew members and/or their baggage. Requests should be made NLT 12 hours prior to aircraft mission departure to deconflict workloads.

4.29. Aborted/Diverted Flights.

4.29.1. Aborted Flights at Station of Origin. If the mission requires a tail-swap, update the manifest header information to reflect aircraft tail number and date of departure. If a tail-swap is not available, terminate the manifested cargo and place into the port backlog. Annotate the mission folder remarks section and MLR.

4.29.2. Aborted and Diverted Flights at Enroute Stops. Changes to documentation are not required if the manifested cargo is transported aboard the same aircraft at a later date. Terminate the manifested cargo and place in the port backlog if the cargo will no longer be transported by the aborted/diverted mission. (T-2). Annotate the mission folder remarks section.

4.30. Bumped Cargo and Mail. Cargo and mail manifested, loaded and subsequently removed from the aircraft is referred to as bumped. Manifested cargo and/or mail shipments will not be bumped without ATOC approval. (T-1). At originating locations, section responsibilities for bumped cargo and mail are:

4.30.1. ATOC will: 1) initiate the bump sheet using GATES or a locally produced document and contact affected work centers, 2) notify Load Planning to supplement the aircraft load, if required, and time permits, 3) obtain new manifest(s) from Load Planning or correct the original manifest by circling the pallet/shipment (line item) and annotate with words "Pallet or Shipment bumped at (e.g., EDF)," 4) recover and forward all documentation related to bumped cargo or mail to Load Planning, 5) annotate the mission remarks section in the applicable automated system(s), and 6) forward bump sheet to the Data Records section for filing in the CFP. (T-1).

4.30.2. Aircraft or Ramp Services will off-load and deliver the cargo and/or mail back to appropriate Cargo Processing or Special Handling centers. (T-3).

4.30.3. Cargo Processing or Special Handling will verify with Load Planning that cargo and/or mail has been removed from the mission in GATES, correct any discrepancies, and update GATES with the current grid/bay location(s). (T-2).

4.30.4. Cargo or mail shipments bumped at enroute locations will be processed as intransit cargo. (T-1). Load Planning will remove bumped cargo and mail from the mission in GATES and ensure applicable documentation is recovered by ATOC. (T-1).

4.31. Border Clearance. All aircraft entering or departing the United States to or from a foreign area must clear through an APOE, APOD or a customs port of entry where border clearance can be obtained. Border clearance inspectors are available or on call at most APOEs. Refer to DTR 4500.9-R, Part V and the DoD FCG for specific and regional requirements.

4.31.1. APS and AMS locations will coordinate with local CBP/USDA agency to obtain and required passenger and cargo border clearance forms for destinations or channels serviced by their station. (T-0). The COR will ensure commercial carriers provide a sufficient number of border clearance forms on each aircraft to meet appropriate agency requirements. (T-1).

4.31.2. Cargo or mail on customs or agriculture hold will be offloaded from the aircraft (under direction of border clearance authorities), stored in a designated hold area and placed in FR4 status in GATES until all required customs and/or agriculture clearances are complete. (T-0).

4.32. Intransit Visibility (ITV). The ability to track the identity, status, and location of DoD cargo/passengers from origin to destination. Integrated Data Environment/Global Transportation Network Convergence (IGC) is the DoD single designated source for ITV. GATES serves as a feeder system to IGC.

Section 4B—Data Records.

4.33. Overview. Data Records ensures transportation documentation is forwarded to AMC Accounting and Finance (AMC/FMFAB), enabling the proper accounting of millions of dollars annually for TWCF. Many of these documents contain personally identifiable information (PII), such as social security numbers (SSN)/DoD ID or information that can be used to distinguish or trace an individual. It is very important all personnel protect these documents while in storage, when emailed, or otherwise transmitted in accordance with AFI 33-332, *Air Force Privacy and Civil Liberties Program*. Data Records section collects all mission documentation for accuracy, update information in GATES, and perform final quality control checks to various work center files and compile overall workload totals. (T-2).

4.34. Remote Manifesting Resolution Center (RMRC). Personnel must be familiar with manual procedures in the event of a GATES outage. (T-1). Manual Alternative Manifesting-Tool are on AMC/A4T SharePoint® at <https://eim2.amc.af.mil/org/a4/A4T/RMRC/SitePages/Home.aspx>. For post-processing cargo, contact Remote Manifesting Resolution Center (RMRC) at DSN 312-779-0045/commercial 618-229-0045; or email org.amca4-70@us.af.mil. Note: RMRC activation does not relieve units from the responsibility of manual manifesting, selection, etc. (T-1).

4.35. Personally Information (PII) Requirements. When submitting data to the RMRC, AMC Accounting and Finance (AMC/FMFAB) Special Account Handling (SAH) or the DFAS, ensure safeguards are used to prevent the loss of PII as follows: ensure emails are digitally signed and encrypted; attachments are password protected (passwords must be sent in a separate email); all recipients have an official need to receive the information and there are no recipients listed in the 'Bcc' area.

4.35.1. AMC approves of two encryption services for sending and receiving PII data files. Trusted End Node Security and Safe Access File Exchange applications

4.35.2. The use of these security services are needed for travel orders, letters of authorization, DD Form 1131, *Cash Collection Voucher*, NAVCOMPT Form 2277, and credit card reports or any other documents containing PII or FOUO information.

4.36. Workload Reporting System (WRS). WRS is used to compile monthly APS and AMS workload data for resource management. The AMC Form 82, *Monthly Station Traffic Handling Report*, is used as a manual reporting procedure for locations unable to access the WRS site. For AMC Form 82 reporting procedures, refer to the AMC Innovations, Systems and Futures Branch (AMC/A4TI) SharePoint® at <https://eim2.amc.af.mil/org/a4/A4T/A4TI/SitePages/Home.aspx>. Data Records will use supporting documentation (AMC Form 56, *Rehandled Workload*, AMC Form 65, *Aircraft Re-serviced Workload*, AMC Form 85, *Aircraft Handled by Type*, AMC Form 108, *Passenger Rehandled Workload*) submitted from each work center to compile monthly workload data to upload into the WRS. (T-1).

4.36.1. Each APS and AMS must have designated submitters and approvers to prepare this report monthly as of 2400Z on the last day of the month. (T-1).

4.36.2. The completed report needs to be approved and signed by the approval authority and entered into the WRS by the twentieth day of the month. Digital signatures are authorized for electronic filing but, if not available, keep a signed paper copy on file for historical or audit purpose and dispose of in accordance with AFRIMS. This report is unclassified. If access to the website is not possible, submit a copy of the report to RMRC by email to org.amca4-70@us.af.mil. (T-2).

4.37. Manifest Registers. Manifest registers are used to track manifests sent to Defense Enterprise Accounting and Management System (DEAMS) Component Billing System (DCBS) and to show when they are approved. They are also used to cross-reference any changes made to manifests if numbers changed due to resubmission. GATES automatically creates air and surface manifest registers. Data Records will review the registers each duty day to identify any inconsistencies. (T-2). In addition, Data Records will print and/or save an electronic copy in the event of prolonged GATES outage. (T-2). APS and AMS leadership will determine the best time to save workload data. (T-2). Research any manifest that has a status other than “APPVD”, “CANCEL” or “CXGTS” for longer than seven calendar days. If not resolved after ten calendar days, call the RMRC to ensure no errors exist. (T-2).

4.37.1. There are three types of manifest registers: passenger, cargo/mail, and truck/surface. Use the following codes to identify the type of manifest: P-passenger; C- cargo; M-mail. (T-2).

4.37.2. The following are definitions of Manifest Register Status. These codes indicate the status of the manifests listed on the register as identified by DCBS:

4.37.2.1. SENT- the manifest was sent by GATES to DCBS. If the manifest remains in this status for more than seven days, contact the GATES C2 Help Desk at DSN 576-4949, option 1/commercial 618-256-4949, option 1 or email amctranshelpdesk@us.af.mil.

4.37.2.2. MANIFEST CREATED- When passenger manifests remain in this status for extended periods of time (10 days or more) it indicates that the manifest was not sent to TWCF and is not accounted for with DEAMS. Send the manifest to TWCF NLT 48 hours after aircraft actual time of departure.

4.37.2.3. APPVD- the manifest was accepted and processed by DCBS. Manifests approved by DCBS cannot be subsequently cancelled by the GATES user. If there is a problem with the approved manifest then a trouble ticket is required and the RMRC should be notified to ensure coordination between GATES and DCBS.

4.37.2.4. ERROR- an error has been identified. A retransmission is not necessary. If still in error status after fifteen calendar days, open a trouble ticket through the GATES C2 Help Desk at DSN 576-4949, option 1/commercial 618-256-4949, option 1 or email amctranshelpdesk@us.af.mil.

4.37.2.5. CXGTS- manifest was not used due to adverse mission or aircraft status that caused the transfer or rotation of all cargo, mail, and/or passengers to another manifest or in a temporary hold status.

4.37.2.6. NON-Z- The manifest is out-of-balance (the details do not total up to the header total). The manifest goes to AMC Forward Supply Support for suspense. If assigned Non-Z for longer than 15 business days, Data Records personnel must research status through the RMRC and open a trouble ticket if applicable. (T-2).

4.37.2.7. DUPLICATE- This manifest was previously received and approved in DCBS. No further action required.

4.37.2.8. VOID- The manifest number was previously processed and approved by DCBS but was resubmitted with changed data, most commonly due to an overshipment. You can prevent this by actually manifesting the cargo that is placed on each aircraft instead of overshipping. No action required by the port. Take special care not to overship cargo on a manifest that is already in VOID status as DCBS can only bill a manifest twice.

4.37.3. Unreconciled Manifest Report and Missing Manifest Report. The data for both reports are developed by DCBS and is used as a tool to assist in reconciling manifests.

4.37.3.1. Unreconciled Manifest Report. The Unreconciled Manifest report displays unbilled manifest numbers for a particular location. The RMRC will advise Data Records about manifests which appear on the Unreconciled Manifest report in order to focus on closing these manifests as soon as possible. (T-2).

4.37.3.2. Missing Manifest Report. The Missing Manifest report shows all manifests not approved in DCBS or missing longer than seven days. The RMRC will review this report daily in GATES/DCBS and compare the data to the manifest register to ascertain the current status for each identified manifest reference number. (T-2). After seven days the RMRC will work with the APS or AMS to determine the corrective action. (T-2).

4.38. Security Classification of Documentation. Transportation documents are only classified when required by a competent authority. Classified documents remain classified until destroyed, downgraded, or reclassified per AFI 16-404, *Air Force Information Security Program*. Classified documents are filed separately. When classified documents are sent for centralized long-term storage, provisions within AFI 31-401 and AFI 33-332.

4.39. Consolidated Flight Package (CFP). Data Records will create a CFP (hard copy or digital) containing all applicable documentation for each mission. (T-2). Data Records collect all mission documentation from work centers, perform a quality check and consolidate all documents for a single mission into one folder or envelope marked with the mission number. Stations using an AMC Form 68, *Aerial Port Movement Log*, can use one folder under each Julian date, this is sufficient for filing purposes. Note: UAT and ATF locations, due to limited revenue generating workloads, are not required to maintain long term CFP. All mission related documents will be maintained locally in accordance with the AFRIMS unless local management determines longer disposition period required. (T-2). CFPs will contain, at a minimum, one copy of each document (as applicable) listed in [paragraphs 4.39.1 – 4.39.9](#) (T-2).

4.39.1. Originating cargo, mail and passenger manifests (with signatures & supporting documents).

4.39.2. Terminating cargo, mail and passenger manifests (with signatures & supporting documents).

- 4.39.3. Thru-load cargo, mail and passenger manifests (with signatures & supporting documents).
- 4.39.4. Passenger Flight Financial report.
- 4.39.5. Final air mission brief sheet.
- 4.39.6. Rush baggage manifest.
- 4.39.7. Final load plans.
- 4.39.8. AMC Form 68 or AMC Form 77, *Aircraft Ground Handling Record* (if applicable).
- 4.39.9. Any documentation APS or AMS leadership wish to file in the CFP.

4.40. Records Disposition. File and maintain documents as prescribed in this instruction and AFRIMS. (T-2).

4.41. Electronic CFP. Preferred method of record storage is creation of electronic CFP storage system. If used, ensure e-storage has a reliable backup. Administrators of a shared drive server usually perform regular data backups. Verify this is accomplished for the CFP and that the data is available for retrieval in event of a crash. If system administrators do not perform regular system backups, implement another form, such as using an approved external hard drive.

4.42. Small Units Filing. Small APS or AMS units that create less than two linear feet of documents during a six-month period may deviate from the standard methods of filing in order to reduce the number of folders and dividers. In those cases, label file drawers to indicate the time periods covered. Also, label individual folders to indicate the time periods covered (e.g., "Oct 09-Mar 10"), filed by date. However, units must observe timeframes for maintaining CFPs. (T-2).

4.43. Deployed, Contingency and Exercise Records Disposition. CFPs, if required, will be stored locally until operations at austere locations are complete and/or timeline for CFP destruction has been met. Once all operations at austere location are complete and location is marked for closure, any files that have not met prescribed timelines for destruction will be returned by final deployed unit for proper disposition in accordance with the AF RDS. (T-2).

4.44. Surface Manifest Disposition. File and maintain documents as prescribed in this instruction and AFRIMS. (T-2).

4.45. Transportation Discrepancy Reports (TDR) on Short and Lost Shipments. File and maintain documents as prescribed in this instruction and AFRIMS. (T-2).

4.46. Cash Collection Vouchers Disposition. Per AFRIMS (Table and Rule) T24-02 R 05.00, *Military Air Cash Collection Vouchers*; DD Form 1131, *Cash Collection Voucher* or NAVCOMPT Form 2277, and all supporting documentation received from Passenger Service will be maintained as prescribed in this instruction and AFRIMS. (T-2).

4.47. Deleted Cargo Reports Disposition. File and maintain documents as prescribed in this instruction and AFRIMS. (T-2).

4.48. Local Reports Disposition and Deviation Requests. Any deviations from the above dispositions must be submitted to AMC/A4T for further coordination and approval. (T-2).

4.49. Top Five Support (89 Airlift Wing) Files Disposition. Passenger manifests in support of the President of the United States, Vice President, and other Presidential or White House directed airlift missions are exempt from the disposition instructions in this volume. Passenger manifests provided to the 89 AW are destroyed immediately after the active mission leg. The White House Military Office maintains the "Master" passenger manifests for White House directed airlift missions in accordance with the Presidential Records Act, 44 U.S.C.2201-07 (2000). For additional guidance see AFI 11-289, *Phoenix Banner, Silver, and Copper Operations*. (T-2).

4.50. Database Management and Integrity. Database management is vital to rapid processing, accurate portrayal of workload levels and billing data. APS and AMS management will ensure billing data integrity is not compromised to avoid loss of TWCF revenue. (T-2).

4.50.1. At a minimum, the reports listed in [paragraphs 4.50.1.1 – 4.50.1.9](#) will be reviewed daily. (T-2).

4.50.1.1. Frustrated Cargo.

4.50.1.2. Deleted Cargo.

4.50.1.3. Mission Capability (MICAP).

4.50.1.4. Purple Sheet.

4.50.1.5. Green Sheet.

4.50.1.6. 999 cargo.

4.50.1.7. TWCF Passenger Suspense.

4.50.1.8. Excessive Port Hold Time.

4.50.1.9. System Entry Time.

4.50.2. At a minimum, the reports listed in [paragraphs 4.50.2.1 – 4.50.2.9](#) will be reviewed weekly. (T-2).

4.50.2.1. Over and Short Shipment.

4.50.2.2. Port Level by Destination.

4.50.2.3. Pallet Listing.

4.50.2.4. Manifest Header Summary.

4.50.2.5. Movement Report.

4.50.2.6. Mission Recap.

4.50.2.7. Detail Movement.

4.50.2.8. Passenger Missing Manifest.

4.50.2.9. Inbound/Outbound Surface Conveyance Control Status.

WARREN D.BERRY
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Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

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AF Form 79, *Headcount Record (Storage Safeguard Form)*

AF Form 129, *Tally In-Out*

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AF Form 1297, *Temporary Issue Receipt*

AF Form 1305, *Receipt for Transfer of Cash and Vouchers*

AF Form 3516, *Food Service Inventory Transfer Receipt*

AFTO Form 244, *Industrial/Support Equipment Record*

AFTO Form 245, *Industrial/Support Equipment Record*
AMC Form 20-ID, *AMC Baggage Identification Tag*
AMC Form 33, *Report of Frustrated Cargo*
AMC Form 35, *Terminating AMC MICAP/VVIP Control Log*
AMC Form 36, *Originating AMC MICAP/VVIP Control Log*
AMC Form 39, *Pallet Invoice*
AMC Form 47, *Report and Disposition of Unaccompanied Passenger Baggage (AMC)*
AMC Form 56, *Rehandled Workload*
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AMC Form 65, *Aircraft Re-serviced Workload*
AMC Form 68, *Aerial Port Movement Log*
AMC Form 70, *Rush Baggage Manifest*
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AMC Form 77, *Aircraft Ground Handling Record*
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AMC Form 162, *In-flight Meal Supplement Worksheet*
AMC Form 214, *Security Cage Log and Inventory*
AMC Form 229, *Passenger Service Flight Folder*

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DD Form 361, *Transportation Discrepancy Report (TDR)*

DD Form 577, *Appointment/Termination Record-Authorized Signature*

DD Form 1131, *Cash Collection Voucher*

DD Form 1252/1252-1, *US Customs and Border Protection (CBP) Declaration for Personal Property Shipments, **Part I** and **Part II***

DD Form 1384, *Transportation Control and Movement Document*

DD Form 1385, *Cargo Manifest*

DD Form 1387, *Military Shipment Label*

DD Form 1387-2, *Special Handling Data/Certification*

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DD Form 1502-1, *Chilled Medical Materiel Shipment*

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DD Form 1907, *Signature and Tally Record*

DD Form 2064, *Certificate of Death (Overseas)*

DD Form 2131, *Passenger Manifest*

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DD Form 3035-3, *Cold Chain Management Shipping Label for Controlled Room Temperature Items*

DD Form 3035-4, *Cold Chain Management Shipping Label for Freezer Items*

NAVCOMPT 2277, *Voucher for Disbursement and/or Collection*

SF 364, *Packaging Supply Discrepancy Reports (SDR)*

SF 1049, *Public Voucher for Refunds – Table Format*

Abbreviations and Acronyms

ACA—Airlift Clearance Authority

ACL—Allowable Cabin Load

AE—Aeromedical Evacuation

AF—Air Force

AFI—Air Force Instruction

AFIMSC—Air Force Installation and Mission Support Center

AFPD—Air Force Policy Directive

AFMAN—Air Force Manual

AFR—Air Force Reserve

AFRIMS—Air Force Records Information Management System

AFTO—Air Force Technical Order

AMC—Air Mobility Command

AMCVA—Air Mobility Command Visual Aid

AMOW—Air Mobility Operations Wing

AMS—Air Mobility Squadron

AMT—Air Mail Terminal

ANG—Air National Guard

AOC—Air Operations Center

AoR—Area of Responsibility

APCC—Aerial Port Control Center

APOD—Aerial Port of Debarkation

APOE—Aerial Port of Embarkation

APS—Aerial Port Squadron

aRFID—Active Radio Frequency Identification

AT—Antiterrorism

ATCMD—Advanced Transportation Control and Movement Document

ATF—Air Transportation Function

ATGL—Air Transportable Galley/Lavatory

ATM—Air Terminal Manager

ATOC—Air Terminal Operations Center

ATTLA—Air Transportability Testing and Loading Agency

AW—Airlift Wing

BEF—Bioenvironmental Engineering Flight

BRC—Baggage Resolution Center

CB—Center of Balance

C/G—Center of Gravity

C2—Command and Control

CAA—Cooperative Airlift Agreement

Cape—Capability Forecasting

CBP—Customs and Border Protection

CFP—Consolidate Flight Package

CFR—Code of Federal Regulations

CIC—Customer Identification Code

CMOS—Cargo Movement Operations System

COCOM—Combatant Command

CONEX—Container Express

CONUS—Continental United States

COR—Contracting Officer Representative

CRAF—Civil Reserve Air Fleet

CRS—Child Restraint System

CSB—Customer Service Branch

CTUS—Customs Territories of the United States

DCBS—DEAMS Component Billing System

DCS—Defense Courier Service

DD—Department of Defense (when used to identify Department of Defense forms)

DEAMS—Defense Enterprise Accounting and Management System

DESR—Defense Explosives Safety Regulation
DFAS—Defense Finance and Accounting Service
DLA—Defense Logistics Agency
DLAR—Defense Logistics Agency Regulation
DLM—Defense Logistics Manual
DO—Duty Officer
DoD—Department of Defense
DoDD—Department of Defense Directive
DODAAC—Department of Defense Activity Address Code
DoDI—Department of Defense Instruction
DoD ID—Department of Defense Identification
DoDM—Department of Defense Manual
DPM—Direct Procurement Method
DSCA—Defense Security Cooperation Agency
DSN—Defense Switched Network
DTC—Delivery Term Code
DTR—Defense Transportation Regulation
DTS—Defense Transportation System
DV—Distinguished Visitor
EPC—Emergency Point of Contact
ERO—Engine Running On-load or Off-load
eSF—eSecure Flight
FAA—Federal Aviation Administration
FCG—Foreign Clearance Guide
FCP—Foreign Clearance Program
FIFO—First In/First Out
FIS—Federal Inspection Service
FM—Financial Management
FMR—Financial Management Regulation
FMS—Foreign Military Sales
FOIA—Freedom of Information Act
FOUO—For Official Use Only

FP—Force Protection

FSO—Financial Services Office

FY—Fiscal Year

GATES—Global Air Transportation Execution System

GDSS—Global Decision Support System

GMT—Greenwich Mean Time

GSA—General Services Administration

HAF—Headquarters Air Force

HQ—Headquarters

HR—Human Remains

HWCK—Human Waste Clean-up Kit

IATA—International Air Transport Association

ICAO—International Civil Aviation Organization

ICE—Interactive Customer Evaluation

ICODES—Integrated Computerized Deployment System

ID—Identification

IDE—Integrated Data Environment

IDT—Inactive Duty Training

IGC—Integrated Data Environment (IDE)/Global Transportation Network (GTN) Convergence

INS—Immigration and Naturalization Service

ISO—International Organization for Standardization

ISU—Internal Slingable Unit

ITO—Installation Travel Office

ITV—In-Transit Visibility

JA/ATT—Joint Airborne/Air Transportability Training

LOA—Line of Accounting

LTC—Load Team Chief

MAC—Mean Aerodynamic Cord

MAF—Mobility Air Forces

MAJCOM—Major Command

MAPM-T—Manual Alternative Passenger Manifesting Tool

MEP—Mission Essential Personnel

MHE—Material Handling Equipment
MICAP—Mission Capability
Mil—Military
MILVAN—Military Van
MLR—Mission Load Report
MMO—Mobility Mission Observer
MORD—Miscellaneous Obligation Reimbursement Document
MRT—Maintenance Recovery Team
MSL—Military Shipping Label
MWD—Military Working Dog
NALO—Navy Air Logistics Office
NATO—North Atlantic Treaty Organization
NAVCOMPT—Navy Comptroller
NAVSUP—Naval Supply
NDO—Navy Disbursing Office
NET—No Earlier Than
NLT—No Later Than
NWRM—Nuclear War Related Material
OCONUS—Outside Continental United States
OI—Operating Instruction
OIC—Officer in Charge
OPR—Office of Primary Responsibility
OPSEC—Operations Security
O/S—Over Shipment
OSA—Operational Support Airlift
OSHA—Occupational Safety and Health Administration
PAS—Privacy Act Statement
PACAF—Pacific Air Forces
PCS—Permanent Change of Station
PE—Patriot Express
PII—Personally Identifiable Information
POC—Point of Contact

PPE—Personal Protective Equipment
PPU—Pilot Pick-Up
PR—Phoenix Raven
PSA—Passenger Service Agent
PWS—Performance Work Statement
RDD—Required Delivery Date
RDS—Records Disposition Schedule
RFID—Radio Frequency Identification
RI—Routing Indicator
RMRC—Remote Manifesting Resolution Center
RON—Remain Over Night
S/S—Short Shipment
SAM—Special Airlift Mission
SAAM—Special Assignment Airlift Mission
SAH—Special Account Handling
SecAF—Secretary of the Air Force
SET—System Entry Time
SF—Standard Form
SOE—Sequence of Events
SORN—Systems of Records Notice
Space-a—Space Available
Space-r—Space Required
SSN—Social Security Number
TAC—Transportation Accounting Code
TCAQ—United States Transportation Command Acquisition Branch
TCMD—Transportation Control and Movement Document
TCN—Transportation Control Number
TDR—Transportation Discrepancy Report
TDY—Temporary Duty
TMO—Transportation Management Office
TO—Technical Order
TP—Transportation Priority

TRC—Tall Rigid Cargo
TRDM—TRANSCOM Reference Data Management
TRICON—Triple Containers
TSA—Transportation Security Administration
TWCF—Transportation Working Capital Fund
UAT—Unilateral Aircrew Training
US—United States
USAFE—United States Air Forces Europe
USC—United States Code
USDA—United States Department of Agriculture
USPS—United States Postal Service
USTRANSCOM—United States Transportation Command
VRC—Virtual Role Call
VIP—Very Important Person
VVIP—Very Very Important Parts
WebSDR—Web Supply Discrepancy Reporting
WRS—Workload Reporting System

Terms

Aerial Port of Debarkation—A station that serves as an authorized port to process and clear aircraft and traffic for entrance to the country where located (also, sea port of debarkation).

Aerial Port of Embarkation—A station that serves as an authorized port to process and clear aircraft and traffic for departure from the country where located (also, sea port of embarkation).

Airfield—An area prepared for the accommodation (including any buildings, installations, and equipment), landing, and takeoff of aircraft.

Airlift Clearance Authority—A service activity which controls the movement of cargo (including personal property) into the airlift system under provisions of DTR 4500.9-R, Part II.

Allocation—In a general sense, distribution of limited resources among competing requirements for employment.

Area of Responsibility—The geographical area associated with a combatant command within which a combatant commander has authority to plan and conduct operations.

Baggage—Includes, but is not limited to, personal clothing; professional equipment; essential dishes, pots, pans, linens, and other light housekeeping items; and other items necessary for the health, welfare, and morale of the member or employee.

a. **Accompanied Baggage**—Baggage that accompanies the member or employee while traveling

b. **Unaccompanied Baggage**—That portion of the member or employee's authorized weight allowance of personal property that does not accompany the member or employee and is normally shipped separately from the bulk of his or her personal property by expedited transportation. Also, hold baggage.

Bill of Lading—The bill of lading is the primary document used to procure freight and express transportation and related services from commercial carriers, including freight forwarders.

Bulk (freight)—That which is generally shipped in volume where the transportation conveyance is the only external container; such as liquids, ore, or grain.

Blue Bark—RegAF members or US citizen employees of the DoD and/or their dependents traveling in conjunction with the death of the member, civilian employee, or dependents of the above when returning to the CONUS following the death of the member, employee, or dependent.

Cargo—Supplies, materials, stores, baggage, or equipment transported by land, water, or air

Carrier—An individual, company, or corporation commercially engaged in transporting cargo or passengers between two points.

Channel Airlift—Common-user airlift service provided on a scheduled basis between two points. There are two types of channel airlift. A requirements channel serves two or more points on a scheduled basis depending upon the volume of traffic; a frequency channel is time-based and serves two or more points at regular intervals.

Channel Sequence Listing—A listing of approved active AMC channels prepared annually by Headquarters AMC.

Channel Tariff—Rate charged for movement of passengers and cargo moving over established worldwide routes (see also Channel Traffic).

Channel Traffic—Passengers and cargo moving over established worldwide routes served by either scheduled DoD aircraft under the control of AMC or commercial aircraft under contract to and scheduled by AMC.

Circle of Safety—A circular area extending ten feet beyond the wingtips, nose, and tail of an aircraft.

Claim—A written legal demand for payment of goods lost or damaged in shipment.

Classified Material or Matter—Official information or matter, in any form or of any nature, which requires protection in the interests of national security. Material is classified CONFIDENTIAL or SECRET under DoDM 5200.01, Volume 3.

Clearance Authority—The activity that controls and monitors the flow of cargo into the airlift or water transportation system.

Cargo Movement Operations System—Cargo Movement Operations System, or CMOS, integrates computer hardware, software, and communications to effectively plan, document and manage outbound and inbound cargo and passengers; and to plan, schedule, and monitor the execution of transportation activities in support of deployment and reception of forces. CMOS provides warfighters with an end-to-end distribution capability and real time in-transit visibility during all passenger and cargo movements.

Coin Assist—These passengers are dependents whose sponsors are missing in action, prisoners of war, or as otherwise designated by DoD.

Commercial Bill of Lading—A commercial bill of lading designates the receipt of goods shipped on board a transportation conveyance (e.g., truck, rail, ship, airplane), and signed by the carrier (or the carrier's agent) who contracts to carry the cargo. A commercial bill of lading states the terms on which the goods are carried. Carrier documentation used for transportation of shipments, such as that used by small package express carriers. It includes the commercial procedures related to the use of such documentation.

Commodity Code—Code that describes the product or commodity to be shipped by rail and is used to determine the tariff.

Common Carrier—A carrier offering transportation services to the general public for movement of cargo.

Consignee—The recipient (unit, depot, or person) to whom cargo is addressed or consigned for final delivery or activity that is receiving the product.

Consignor—The person or activity that is the supplier or shipper of a product.

Container—An article of transport equipment that meets American National Standards Institute/International Organization for Standardization standards that is designed to be transported by various modes of transportation. These containers are also designed to facilitate and optimize the carriage of goods by one or more modes of transportation without intermediate handling of the contents and equipped with features permitting ready handling and transfer from one mode to another. Containers may be fully enclosed with one or more doors, open top, refrigerated, tank, open rack, gondola, flat-rack, and other designs.

Cargo Container—A standardized, demountable, reusable conveyance for transporting cargo on a chassis, rail car, or vessel.

Container Express—A metal shipping container 8'6" long, 6'3" wide, and 6'10½" high or 4'3" long, 6'3" wide and 6' 10½" high, used for shipping cargo.

Containerization—The use of containers to unitize cargo for transportation, supply, and storage. Containerization incorporates supply, transportation, packaging, storage, and security together with visibility of a container and its contents into a distribution system from source to user.

Contract—An agreement between two or more competent parties in which an offer is made and accepted and each party benefits. The agreement can be formal, informal, written, oral, or just plain understood. Some contracts are required to be in writing in order to be enforced. An agreement between two or more parties that creates obligation to do or not do the specific things that are the subject of that agreement.

Contract Carrier—A person or company that is under contract to transport people or goods for individual contract customers only.

Controlled Cargo—Items that require additional control and security as prescribed in various regulations and statutes (see also Protected Cargo).

Cubic Foot—One cubic foot is a volume one foot high, one foot wide, and one foot deep; one cubic foot (cubic feet) = 1/27 cubic yard = 1,728 cubic inches.

Customer—Any authorized user of the Defense Transportation System.

DEAMS Component Billing System—DCBS is the replacement system for the Airlift Service Industrial Fund Integrated Computer System and is the comprehensive financial information management system that supports accounting, budgeting, and analysis functions necessary for the financial management of the TWCF.

Defense Courier Station—USTRANSCOM owned or controlled facility for the processing, storage and transfer of classified materials.

Defense Transportation System—That portion of the nation's transportation infrastructure that supports DoD common-user transportation needs across the range of military operations. It consists of those common-user military and commercial assets, services, and systems organic to, contracted for, or controlled by the DoD.

Delivery Term Code—Define DoD responsibility for custody and transportation of FMS shipments.

Density—The weight of freight per cubic foot or other unit.

Department of Defense Activity Address Code—A distinct six-position alphanumeric code assigned to identify specific units, activities, or organizations as found in DoD Activity Address Directory. These activities are authorized to ship or receive material and to prepare documentation or billings.

Destination—The place to which a shipment is consigned or where the carrier delivers cargo to the consignee or agent.

Destination Station—A base or airport where the mission ends as shown in the schedule.

Direct Procurement Method—A method of shipment in which the government manages the shipment throughout. Packing, containerization, local drayage, and storage services are obtained from commercial firms under contract arrangements or by the use of government facilities and personnel.

Diversions—A change made in the route of a shipment while in-transit (see also Reconsignment).

Dunnage—Lumber or other material used to brace and secure cargo to prevent damage.

Escort(s) or Courier(s), Transportation—United States government military members or civilian employees, or DoD contractor employees responsible for continuous surveillance and control over movements of classified material. Individuals designated as escorts or couriers must possess a DoD-issued security clearance at least equal to the level of classification of the material being transported.

Explosives—Explosives are any chemical compound, mixture, or device, the primary purpose of which is to function by explosion. This term includes, but is not limited to, individual land mines, demolition charges, blocks of explosives and other explosives consisting of ten pounds or more. Additionally specific description of explosives is detailed in 49 CFR, Part 173.59, *Description of Terms for Explosives*.

Financial and Air Clearance Transportation System—The Financial and Air Clearance Transportation System clears air cargo for all Services. The four ACAs control services' flow of sustainment or resupply cargo into the airlift system during both peace and war. The system provides the ability to view the entire flow of DoD sustainment cargo in near real-time and enables decision-makers to control the flow of sustainment material into APOE. The system has an integrated database that uses quick reference files to ensure compliance with this regulation formats and Service unique air eligible cargo movement criteria. It also provides challenge messages from respective Service ACA to consignees and consignors on non-compliant Advance Transportation Control and Movement Document(s).

Forward Supply Support—A category of cargo that moves in the AMC airlift system that supports AMC aircraft.

Foreign Military Sales—Foreign countries shipments brought on US economy through the Defense Security Cooperation Agency program.

Freight Forwarder—A firm other than a railroad, motor, water, or air carrier that represents itself as a common carrier and undertakes to assemble and consolidate shipments or provide for assembling and consolidating and performing or providing for the performance of breakbulk and distributing. It assumes responsibility for the transportation of such property from point of receipt to point of destination; and uses the services of carriers subject to the governing bodies.

GATES—Global Air Transportation Execution System [AMC].The current real-time system that supports fixed, deployed, and mobile sites. It processes and tracks cargo and passengers; supports resource management and provide command and control support information. It generates cargo, passenger, and resource reports at headquarters and unit level, and provides message routing and delivery for all AMC transportation airlift operators regardless of size, workload volume, configuration, or location.

Global Decision Support System—GDSS is a USTRANSCOM-funded system providing MAF C2 information for the DTS to combatant commanders throughout the full spectrum of military operations. As the MAF's principal C2 system, the operational imperative is to deliver robust capabilities to command and control MAF forces using a net-centric environment, allowing access and information sharing across classified and unclassified domains .GDSS includes the ability to plan, source and schedule (personnel and aircraft), dispatch missions with a full array of flight services, and flight follow. GDSS has approximately 22 interfaces with other systems in various capacities.

General Cargo—Cargo that is susceptible for loading in general, non-specialized stowage areas or standard shipping containers (e.g., boxes, barrels, bales, crates, packages, bundles, and pallets).

Government Bill of Lading—A government document used to procure transportation and related services from commercial carriers.

Green Sheet Procedures—A procedure invoked by DoD components to identify specific cargo requiring precedence over all other cargo from that component. Cargo of the other DoD components is not affected.

Gross Weight—The combined weight of a container and its contents including packing material.

Hazardous Material or Substance—A substance or material that has been determined by the Secretary of Transportation to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce and that has been so designated. The term includes hazardous substances, hazardous wastes, marine pollutants, elevated temperature materials, materials designated as hazardous under the provisions of 49 CFR, Parts 172.101, *Purpose and Use of Hazardous Materials Table*, and 172.102, *Special Provisions*, and materials that meet the defining criteria for hazard class and divisions in 49 CFR, Part 173.

Holding—The process of holding a shipment, including a consolidation delay, a wait for export traffic release, an embargo, or another shipper request.

Integrated Computerized Deployment System—DoD load planning software tool that assists embarkation specialists in the rapid development of cargo load plans. Serving as the single load planning capability for the DoD, ICODES links load planners throughout the enterprise with each other and authoritative data sources for near real-time collaboration in support of Joint Forces deployment and distribution operations. ICODES provides end-to-end supply chain visibility through increased in-transit cargo visibility, distribution forecasting and planning, and information visualization.

Integrated Data Environment/Global Transportation Network Convergence—USTRANSCOM's Global Transportation Network and DLA's Enterprise Business

System are “converged” to provide DoD with an integrated set of networked, end—to-end visibility, deployment, and distribution capabilities.

Intermodal—Type of international freight system (containers, trailers, etc.) that permits transshipping among sea, highway, rail, and air modes of transportation through use of American National Standards Institute and International Organization for Standardization containers, line haul assets, and handling equipment.

International Air Transport Association—Association of member airlines and developer of the IATA Dangerous Goods Regulations, which is used as a reference and unofficial guidance for air shipment of hazardous material. The IATA Dangerous Goods Regulations includes special restrictions imposed by its member airlines.

International Civil Aviation Organization—Technical instructions for safe and orderly development of international civil aviation throughout the world. It sets standards and regulations necessary for aviation safety, security, efficiency and regularity, as well as for aviation environmental protection. The organization serves as the forum for cooperation in all fields of civil aviation among its 191 member states.

International Organization for Standardization Container—A standardized, demountable container for transporting cargo on a chassis, rail car, or vessel. ISO containers may be 20', 40', or 45' long by 8' wide and 9' 6" high.

Intra-theater—Between theaters or between the CONUS and theaters.

Intra-theater Traffic—Traffic between theaters exclusive of that between the CONUS and theaters.

Intransit Visibility—The ability to track the identity, status, and location of DoD unit and non-unit cargo and passengers, patients, and personal property from origin to consignee or destination during peace, contingencies, and war.

Irregular(ly) Shaped Objects—Lacking perfect symmetry, evenness, or balance (e.g., “flat”).

Land—bridge—Surface transportation from one port to another stateside where GATES capability exists on both ends and for transshipped through an APOE having an established channel route (i.e., origin: Travis to APOE: Dover destined for APOD: Bagram).

Manifest—A document specifying in detail the passengers or items carried for a specific destination.

Marking—Numbers, nomenclature, or symbols imprinted on items or containers for identification during handling, shipment, and storage.

Materials Handling Equipment—Mechanical devices for handling of supplies with greater ease and economy.

Military Van (MILVAN)—Military-owned, demountable container, conforming to US and international standards, operated in a centrally controlled fleet for movement of military cargo.(Dimensions: 20’ long, 8’ wide and 8’ high or may be a flat-rack).

Mode of Transport—The various modes used for a movement. For each mode, there are several means of transport. They are inland surface transportation (rail, highway and inland waterway), sea transportation (coastal and ocean), air transportation, and pipeline.

Munition(s)—A complete device charged with explosives, propellants, pyrotechnics, initiating composition, or nuclear, biological, chemical material, and all similar or related items or components, explosive in nature, for use in military operations, including demolitions. Certain suitably modified munitions can be used for training, ceremonial, or non-operational purposes. Also called ammunition. In common usage, “munitions” (plural) can be military weapons, ammunition, and equipment.

National/North Atlantic Treaty Organization Stock Number—The 13-digit stock number replacing the 11-digit Federal Stock Number. It consists of the 4-digit Federal Supply Classification code and the 9-digit National Item Identification Number. The National Item Identification Number consists of a 2- digit National Codification Bureau number designating the central cataloging office (whether North Atlantic Treaty Organization or other friendly country) that assigned the number and a 7- digit (xxx-xxxx) non-significant number. The number will be arranged as follows: 9999-00- 9999999.

Net Weight—The weight of an item being shipped excluding the weight of packaging material or container (does not apply to household goods) or weight of a ground vehicle without fuel, engine oil, coolant, on-vehicle materiel, cargo, or operating personnel.

Non-GATES Locations—TWCF sites not using GATES as manifesting system that submit transportation data to the RMRC.

Nuclear Weapons Related Materiel (OSD Definition)—Classified or unclassified assemblies and subassemblies (containing no fissionable or fusion able materiel) identified by the military departments that comprise or could comprise a standardized war reserve nuclear weapon (including equivalent training devices) as it would exist once separated/removed from its intended delivery vehicle. Delivery vehicle is defined as the portion of a weapon system that delivers a nuclear weapon to its target. This includes cruise and ballistic missile airframes as well as delivery aircraft.

Nuclear Weapons Related Materiel (AF Added)—Select nuclear combat delivery system components that are design sensitive and needed to authorize, pre-arm, arm, launch, release, or target a nuclear weapon.

Opportune Airlift—Opportune airlift occurs when a non-TWCF airlift mission (e.g., missions generated from ANG & AFR operations and maintenance training opportunities, Army & Navy aircraft) moves TWCF cargo or passengers manifested at AMC aerial ports across an AMC channel. The TWCF incurs no cost for this airlift and the movement is transparent to the airlift customer, who pays the current channel tariff rate for the cargo or passengers moved, even though AMC did not generate the airlift mission. For TWCF purposes, passenger and cargo workload moved in the airlift system that is not manifested by AMC aerial ports are not considered opportune airlift.

Organic Aircraft—Aircraft owned or operated by each service.

Outsize Cargo (Air)—Cargo that exceeds the dimensions of oversized cargo and requires the use of a C-5 or C-17 aircraft or surface transportation. A single item that exceeds 1,000 inches long by 117 inches wide by 105 inches high in any one dimension. See also oversized cargo.

Outsize(d) Dimensions—Any dimension of a shipment greater than six feet, a shipment with such a dimension.

Oversize Cargo (Air)—Large items of specific equipment such as a barge, side loadable warping tug, causeway section, powered, or causeway section, non-powered. Requires transport by sea. Air cargo exceeding the usable dimension of a 463L pallet loaded to the design height of 96 inches, but equal to or less than 1,000 inches in length, 117 inches in width, and 105 inches in height. This cargo is air transportable on the C-5, C-17, C-130, KC-10 and most civilian contract cargo carriers (see also Outsized Cargo).

Overseas—All locations, including Alaska and Hawaii, outside the CONUS.

Packaging—The processes and procedures used to protect materiel from deterioration, damage, or both. It includes cleaning, drying, preserving, packing, marking, and unitization.

Pallet—A flat base for combining stores or carrying a single item to form a unit load for handling, transportation, and storage by materials handling equipment.

a. 463L pallet—An 88" x 108" aluminum flat base used to facilitate the upload and download of aircraft.

b. 463L System—Aircraft pallets, nets, tie-down and coupling devices, facilities, handling equipment, procedures, and other components designed to interface with military and civilian aircraft cargo restraint systems which accepts pallets 88" x 108".

c. Warehouse—A two-deck platform, usually wooden, used for handling several packages as a unit.

Palletized—A quantity of items, packed or unpacked, which is arranged on a pallet in a specific manner and is secured, strapped, or fastened on the pallet so that the whole palletized load may be handled as a single unit.

Partial Shipment Unit—A shipment unit separated at the origin shipping activity into two or more increments with each increment identified and documented separately.

Pilferable Cargo—Items that are vulnerable to theft because of ready resale potential (e.g., cigarettes, alcoholic beverages, cameras, electronic equipment, and computer software). See Protected Cargo.

Pilferage—The act of stealing in small quantities. Used in reference to missing cargo that is easily converted to money, has intrinsic value, or a commercial use.

Platform 758 (formerly Allowance Standard 758)—Platform 758 provides equipment authorizations in support of aerial port squadrons, combat control squadrons and airlift control elements. For further information, the list of current platforms (allowances) and the assigned authorization manager can be accessed at <https://usaf.dps.mil/teams/12599/default.aspx>.

Precision Loading—Cargo policy based on increased Pallet utilization by profile and Aircraft utilization by airframe. It is the follow-on to the “Next Generation Cargo Capability” initiative.

Priority—Precedence for movement of traffic.

Protected Cargo—Items designated as having characteristics requiring identification, accounted for, secured, segregated, or handled in a special manner to ensure safety or integrity. It is divided into sensitive, pilferable, and controlled cargo (see also Controlled Cargo, Pilferable Cargo, and Sensitive Cargo).

Purple Sheet Procedures—COCOM requires the ability to prioritize sustainment cargo during lines of communication stress or during shifts of contingency or combat operations. The intent is to outline a process for the Supported Combat Command to prioritize sustainment cargo already on hand at an APOE for subsequent flow into the COCOMs AoR per the DTR 4500.9-R, Part III, Chapter 304.2a(3). The Purple Sheet process authorizes specifically identified cargo in the AMC system in-transit to the COCOMs AoR, including 999 and Green Sheet shipments, regardless of service lane or arrival date at the APOE. Purple Sheet is utilized to expedite movement of specific shipment(s) of national interest, operation necessity and it applies from initial identification to the shipments final destination APOD.

Radio Frequency Identification—A family of technologies that enables hands-off processing of material transactions for cargo deploying through the DTS. RFID provides operators a means to remotely identify, categorize, and locate material automatically within relatively short distances. Data is digitally stored on RFID transponder devices, such as tags or labels. Remote interrogators (located a few inches to 300 feet from the transponder device) electronically retrieve the data via electromagnetic energy (radio or microwave frequency) and send the data to the Automated Information Services. The technology is divided into two categories of data storage and retrieval systems – passive and active. Active RFID systems are omni-directional and require moderately expensive high-capacity transponder devices. Active devices are effective portable databases and facilitate the rapid transfer of data to Automated Information Services with standoff capability. Passive systems generally require line-of-site interrogation of powerless, inexpensive, low capacity transponder devices. Passive devices are adaptable for use at the item, case, and pallet level.

a. **Active RFID (aRFID) Tag.** Active RFID tags receive low-level radio frequency signals from an interrogator and then generate high-level signals back to the reader/interrogator, which can be either a hand-held device or permanently mounted device. Data is normally written to an aRFID tag via a docking station or universal serial bus cable, but may also be written via radio signals.

b. **Passive RFID (pRFID) Tag.**—Passive RFID is an emerging technology that is exhibiting great potential in the commercial industry. Passive RFID tags reflect energy from the reader/interrogator or receive and temporarily store a small amount of energy from the reader/interrogator signal in order to generate the tag response. Passive RFID requires strong radio frequency signals from the reader/interrogator, while the radio frequency signal strength returned from the tag is constrained to low levels by the limited energy. Therefore, interrogation range is much shorter than that of the aRFID tags. These tags are more suited for individual shipments of cargo.

Refrigerated Cargo—Straight or mixed loads of cargo requiring enclosed temperature controlled transportation and storage.

Refrigerated (Reefer) Container—A weatherproof container for the movement of temperature controlled cargo insulated against external temperatures and equipped with mechanical refrigeration.

Rehandled Passengers—Passengers that require any Passenger Service function to be re-accomplished due to circumstances outside the aerial port's control (e.g., re-transported, re-manifested, re-screened, re-manifested, re-boarded or reprocessed). When re-accomplished, these functions are recorded once for re-handling purposes on AMC Form 108, *Rehandled Passenger Workload*, for inclusion in the Monthly Station Traffic Handling report. (T-2).

Report of Shipment—An advance notification of shipment provided by a shipper to the consignee not later than 24 hours prior to the shipment arrival. For ammunition shipments, notification must be made not later than two hours after shipment departure.

Required Delivery Date—The calendar date when material is required by the requisitioner. Required Delivery Date field may contain 999, E_ _, N_ _, 444, 555, or 777 to indicate expedited handling required.

Retrograde Cargo—Cargo evacuated from a theater.

Secure Holding—Assistance provided by an installation to a carrier's vehicle transporting sensitive or classified cargo that arrives after hours or provided at the discretion of an installation commander to a vehicle in-transit when no emergency exists.

Sensitive Cargo/Material—Arms, ammunition, and explosives that are a definite threat to public safety and can be used by militant, revolutionary, criminal, or other elements for civil disturbances, domestic unrest, or criminal actions (also see Protected Cargo).

Shipper—A Service or agency activity (including the contract administration or purchasing office for vendors) or vendor that originates shipments. The functions performed include planning, assembling, consolidating, documenting, and arranging material movement.

Shipping Instructions—Commercial document specifying, in detail, the items carried on a transportation conveyance for a specific destination. Shipping instructions contain primarily the same data that is found on a TCMD.

Shipping or Item Discrepancies—Any variation in quantity or condition of goods received from that shown on the covering authorized shipping documents, purchase orders, or other authorized shipping document. This includes lost or damaged parcel post shipments or other discrepancies not the result of a transportation error.

Shipping Papers—The term “shipping paper,” as used by the transportation industry, means the piece of paper or document used for billing, accountability and day-to-day activities of transporting cargo. As used in the Hazardous Materials Regulations, “shipping paper” means the documentation or paper containing the hazardous materials information required by the regulations.

Signature Tally Record—A written record designed to provide continuous accountability and custody of a shipment from point of pickup to delivery to consignee.

Small Arms—Man portable, individual, and crew-served weapon systems used mainly against personnel and lightly armored or unarmored equipment including handguns; shoulder-fired weapons; and light automatic weapons. Included in small arms are comparable foreign arms, US prototype arms, and illegally manufactured weapons retained in inventory for training, familiarization, and evaluation.

Small Arms Ammunition—A cartridge or family of cartridges intended for use in various types of hand-held or mounted weapons through 50 millimeter. Within a caliber designation, these weapons may include one or more of the following: rifles (except recoilless), carbines, pistols, revolvers, machineguns, and shotguns. The explosives effects are largely confined to the package. No projection of fragments of appreciable size or range is to be expected and does not significantly hinder emergency response efforts or the effects of explosion are completely confined within the article itself.

Special Assignment Airlift Mission—A mission performing airlift requirements for special pickup or delivery by AMC at points other than established AMC routes, and which require special consideration because of the number of passengers involved, the weight or size of the cargo, the urgency or sensitivity of movement, or other unique factors.

Special Cargo Loads—Un-netted single 463L pallets, un-netted multi-pallet trains and items that cannot be loaded in the aircraft rail system (e.g., center loaded). Special cargo loads may require additional restraint to the aircraft floor and a tie-down schematic produced by the commercial carrier.

Split Shipment Unit—A whole or partial shipment unit separated at a transshipment point into two or more increments with each increment identified and documented separately.

Tank Container—Specialized container that meets International Organization for Standardization and International Maritime Organization requirements for transportation of hazardous and nonhazardous bulk liquids.

Tare Weight—The weight of a container deducted from gross weight to obtain net weight or the weight of an empty container.

Terminal—A facility designed to transfer cargo from one means of conveyance to another.

a. Air—A facility for loading and unloading aircraft and the in-transit handling of traffic (passengers, cargo, and mail) moved by air.

b. Water—A facility for loading and unloading vessels and the in-transit handling of traffic (passengers, cargo, and mail) moved by water.

Theater—The geographic area outside the continental US for which a commander of a combatant command has assigned responsibility.

Thru-load—Attached to a mission from a previous destination and continuing on to a down-line station.

Time-Definite Delivery—The delivery of requested logistics support at a time and destination specified by the receiving activity.

Ton—A measurement of weight.

Tracing—Action to determine the location of a shipment.

Traffic Management—The direction, control, and supervision of all functions incident to the procurement and use of freight and passenger transportation.

Transportation Account Code—A four-digit alphanumeric code by which the service, agency, or contractor identifies the account to be charged for transportation.

Transportation Control and Movement Document—A form used to control the movement of cargo while in the DTS and performs functions similar to bill of lading in the commercial transportation system.

Transportation Control Number—A 17-position alphanumeric character set assigned to control a shipment throughout the transportation cycle of the DTS.

Transportation Discrepancies—Any deviations of shipment received (e.g., quantity, condition, documentation, or deficiencies).

Transportation Discrepancy Report—A form used to report loss and damage to material.

Transportation (Cargo Movement) Priority—A number assigned to a shipment that establishes its movement precedence by air, land, or sea within the DTS.

Transportation Working Capital Fund—TWCF is the USTRANSCOM portion of the Working Capital Funds transportation business area.

Transshipment Point—A location where material is transferred between vehicles.

Transhipper—Any transportation activity, other than the shipper or receiver that handles or documents the transfer of a shipment between conveyances. A transshipped is usually a consolidation and containerization point, air or sea port of embarkation, air or sea port of debarkation, or breakbulk point. A transshipped may perform more than one type transshipment.

USTRANSCOM J3-C—USTRANSCOM division responsible for secure, timely, and efficient end-to-end global distribution of classified and sensitive material for the US and its allies.

Unreconciled Manifests—Manifests reported by DCBS as missing and remain missing for period greater than seven days.

Volume Weight—Cube of the pallet or item multiplied by ten.

X-man—Refers to data interface used to import passenger data into the GATES, typically through the use of a properly formatted Microsoft® Excel spreadsheet.

Zulu—Refers to the universal time at Zero Meridian, also known as GMT.

Attachment 2**SUGGESTED TERMINAL ANNOUNCEMENTS****A2.1. Flight Arrival Announcements:**

A2.1.1. For all passengers terminating at this location: “Good ladies and gentlemen. Welcome to_____, local time is _____. Before deplaning, please check around your seating area and in overhead compartments for any personal belongings. Please secure all personal items. Thank you and again, welcome to_____.”

A2.1.2. For in-transit and terminating passengers: “Good _____ ladies and gentlemen. Welcome to _____. The local time is _____. For those passengers terminating their travel at _____, please check around your seating area and in overhead compartments for any personal belongings. Please secure all personal items. For those passengers continuing on to _____, the aircraft will be on the ground for approximately _____ hours/minutes. Thank you and again, welcome to_____.”

A2.1.3. Baggage arrival announcement: “Good ladies and gentlemen. Welcome to_____. Baggage from Flight _____ is now arriving/will be arriving soon. As many bags look alike, please confirm your baggage claim ticket number with the number on your bag. If you have any problems in claiming your baggage, please check with a Passenger Service Agent.”

A2.2. General terminal announcements:

A2.2.1. Flight arrival announcement: “Flight number _____, is now arriving. Passengers on board this flight may be met outside the baggage claim area located _____.”

A2.2.2. Periodic baggage announcement: “Good _____ ladies and gentlemen. Passengers are reminded that they must keep their bags with them at all times. Unattended bags will be confiscated. If you notice an unattended bag in the terminal, please notify a Passenger Service Agent immediately.”

A2.2.3. Delayed flight departure announcement: “For those passengers awaiting final processing and boarding of flight number _____, we are sorry to announce that your flight has been delayed. We expect to begin final processing and boarding in about _____ hours/minutes. Please remain in the terminal area in case we are able to start boarding sooner than expected. We regret this inconvenience and thank you for your patience.”

A2.2.4. Terminal amenities announcement: “For passengers not familiar with services available in our terminal area.” Describe services available and operating hours. This briefing should be made periodically during operating hours, particularly when large numbers of passengers are in the terminal.

A2.2.5. Gating announcement: “Good _____ ladies and gentlemen. Passengers holding a boarding pass for flight number _____, destined for _____, should proceed to gate number _____, for boarding. If you have a reservation on flight number _____, destined for_____, and have not checked your baggage, please proceed to check-in counters located at _____. Once again, passengers holding confirmed reservation and boarding pass for flight number destined for _____, should proceed to gate number _____ for final processing and boarding.”

A2.2.6. Gated passengers pre-boarding Announcement: “Good ladies and gentlemen. In a few minutes, we will begin boarding flight _____, destined for _____. Please remain seated until you are called forward for final boarding. We will board families with small children, unaccompanied children, and those requiring assistance first. At this time, I want to remind you that your carry-on baggage must be able to be placed under your seat or be accommodated in the overhead storage compartments. Baggage that is too large must be checked and will be placed in the baggage compartment of the aircraft. Please secure all personal items. We will announce the final boarding of your flight in a few minutes.”

A2.2.7. Gated passengers boarding announcement: “Good _____ ladies and gentlemen. We will begin boarding for flight number _____ destined for _____. At this time we will begin boarding all families with small children, unaccompanied children and anyone requiring assistance. Again all families with small children, unaccompanied children, and anyone needing assistance may come to the boarding gate at this time. For all remaining passengers, please remain seated until your row number is called. Please have your boarding pass ready.”

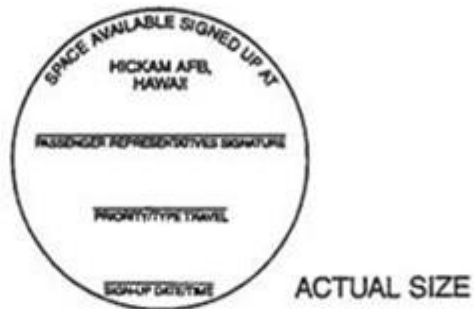
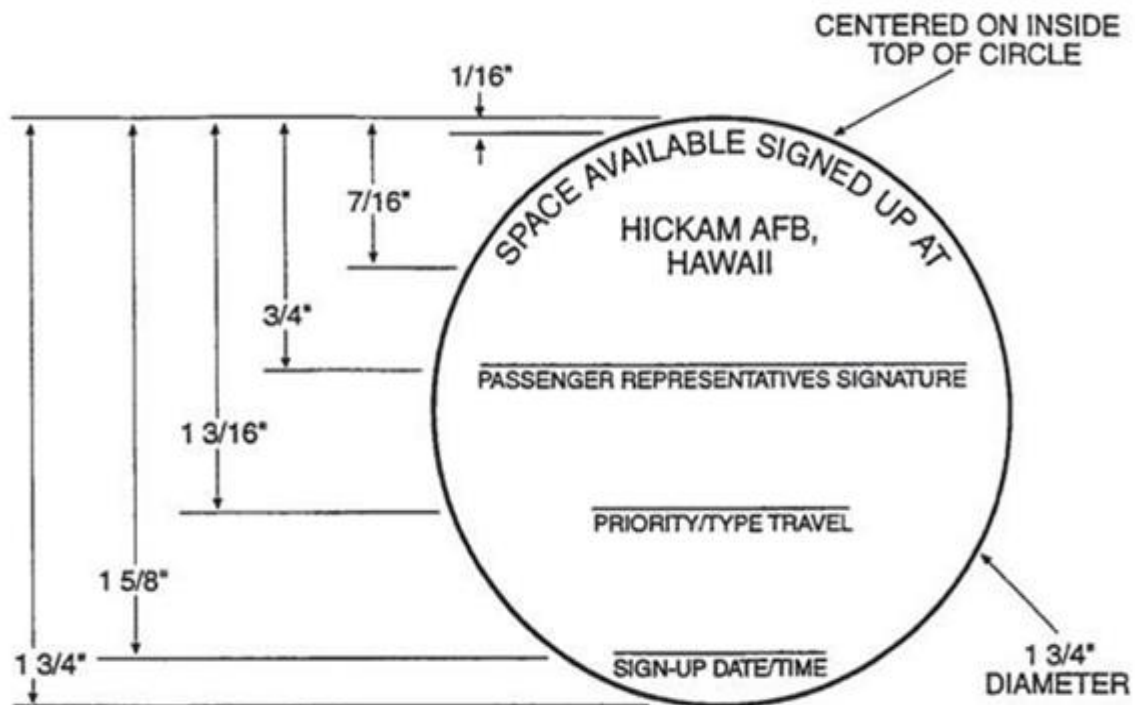
A2.2.8. Space-a roll call announcement: “Good _____ ladies and gentlemen. In a few minutes, we will begin our space-a roll call for (list destinations). As a reminder, passengers must be travel ready and must be marked present before roll call begins. If you are not currently marked present, please see a Passenger Service Agent. All bags should be tagged with your contact information. Hazardous material or firearms must be declared at passenger check-in. Please be advised, while traveling on flights, appropriate dress and appearance must be followed. Open-toed/open-heeled shoes, narrow based high heels, sandals, and flip flops are prohibited on military aircraft. Passengers are reminded, use of tobacco products/e-cigarettes are prohibited aboard aircraft.”

A2.2.9. Negative seat release announcement: “Ladies and Gentlemen, for those awaiting possible seats on mission number_____, with destinations to (list destinations), due to security and mission requirements, no seats will be offered on this mission.” Note: You may add next show time if available.

Attachment 3

SPACE- AVAILABLE SIGN-UP STAMP

Figure A3.1. Space-Available Sign-up Stamp.



Attachment 4**LETTER TO THE PASSENGER (SAMPLE) AND DISPLAY****Figure A4.1. Letter to the Passenger (Sample) and Display.**

Fellow Traveler,

I want to take this opportunity to welcome you to the (insert location) Passenger Terminal. We are committed to providing you the best possible service. Our passenger service agents are dedicated professionals who take great pride in what they do.

Let us know if you have any questions or concerns during your travels. Passenger terminal personnel and leadership at this facility are your best avenues for answers to questions/concerns. The comment form below is a direct line to passenger terminal leadership. Another option you have is to use the Interactive Customer Evaluation (ICE) form found at <http://ice.disa.mil>. This allows you to leave comments for any passenger terminal.

Sincerely,
(Insert appropriate name here)

Attachment 5

PASSENGER IDENTITY SCREENING INSTRUCTIONS

A5.1. Passenger Screening Procedures. Passenger identity screening is conducted in accordance with DTR 4500.9-R, Part 1, Chapter 103 and is in addition to physical and baggage security screening. All locations generating passenger manifests must ensure space-r (non-active duty) and all space-a passengers travelling on all DoD aircraft, undergo mandatory screening through the Department of Homeland Security (DHS) Transportation Security Administration (TSA) Secure Flight (eSF) Program prior to boarding any aircraft. (T-0).

A5.1.1. Terminals that are unable to screen passengers prior to aircraft boarding WILL NOT delay an aircraft due to waiting for vetting results. (T-0). Individuals who are not cleared to travel through the passenger identity screening process will be denied boarding privileges. (T-0)

A5.1.2. Passenger identity screening will be completed via automated interface between GATES and DHS Router or via the TSA e-Secure Flight web browser. (T-0). Manual back-up procedures for both are defined below if needed.

A5.1.3. In addition to sending passenger data to the Secure Flight system, GATES uses the same interface connection to DHS to send Immigration Naturalization Service (INS) information to the US CBP's Advance Passenger Information System (APIS) in accordance with DTR 4500.9-R, Part V, Chapter 502. All civilians entering the US on commercial charter aircraft must also have appropriate INS data entered in GATES for customs screening prior to being allowed to board the aircraft. (T-0). Passenger terminals without GATES will use CBP's Electronic Advance Passenger Information system (e-APIS) to comply with this requirement and must register for and maintain e-APIS accounts at <https://eapis.cbp.dhs.gov/eapisj>. (T-0). For assistance with ATF access to e-APIS contact, CBP National APIS Account Manager at (845) 838-8270. (T-0). Note: e-Secure Flight is utilized separately from e-APIS and does not provide data to Department of Homeland Security (DHS) CBP for admissibility purposes. (T-0)

A5.2. Passenger Screening Process Using GATES. GATES vets passengers at the time of "Selection". Mandatory data elements are required throughout passenger processing; full last name, full middle name (if available), full first name, gender, and date of birth. GATES captures data throughout passenger processing. The following defines applicable information to respective points in the process.

A5.2.1. Civilian Space-R Passengers. For passenger-bookable channel missions, GATES initiates vetting to Secure Flight 72 hours prior to departure. If INS data is missing for civilian passengers (contractors, government civilians, military dependents), GATES will normally display a Red/INS response waiting, valid INS data must be entered at this time. (T-0).

A5.2.2. INS data on civilian passengers includes a secondary document type. If traveler is a non-U.S. passport holder, refer to DoD FCG for appropriate Electronic System for Travel Authorization (ESTA) waiver or Visa requirements. Including secondary INS data for non-U.S. travelers will aid APIS clearance process. Passengers are required to have paper copies on hand for eligibility to travel on military or DoD chartered aircraft. (T-0). If traveler has a DHS Redress Number, enter into GATES at this time. (T-0).

A5.2.3. Space-A Passenger Sign-up. Passengers are still permitted to use remote sign-up procedures due to TSA information is not required at time of sign-up.

A5.2.3.1. Mark Present. All Secure Flight data is required prior to a passenger being marked present and competing for seats. (T-0).

A5.2.3.2. Passenger Selection. Once passengers are selected for a flight, the GATES transmits data to Secure Flight and initiates passenger identity screening. Secure Flight sends a status back to GATES for each passenger.

A5.2.4. All Passengers - Passenger Check In. Each passenger's vetting status is indicated under "Cleared" column of the GATES "Check In" screen. If a blank or white status is displayed, initiate a trouble ticket with the Help Desk at DSN 312-576-4949/Option 2 or email to AMCTransHelpDesk@US.AF.Mil

A5.2.4.1. Green/Yes: Indicates passenger has been cleared to be issued a boarding pass, baggage may be accepted, allowed access to sterile area, and board aircraft.

A5.2.4.2. Yellow (pending): GATES has transmitted passenger identity/INS data and is awaiting a response. PSAs must wait until Secure Flight returns a Green/Yes or Red/No color coded status for further action. (T-0). If status remains "Pending" for an excessive time, procedures are listed below.

A5.2.4.3. Red/No and Red/INS: Passengers identified with a red highlighted field are identified as either an INHIBITED by TSA (Red/No) or CBP has determined insufficient INS data has been provided (Red/INS) and requires further resolution to determine whether they will be permitted or denied travel. (T-0). Actions to deal with Red/No status passengers are defined below.

A5.2.4.3.1. Passengers flagged as Red/No status will have all identifying travel documents verified and resubmitted to Secure Flight. (T-0). Once accomplished, PSA will recertify this action was completed with a "Y" in "Verified ID" block of passenger check-in screen and enter "SAVE." (T-0). This prompts the system to resend data to DHS router for secondary screening and return a Green/Yes or a Red/No passenger travel status.

A5.2.4.3.2. If the secondary response of Red/No is returned, refer to the encounter management procedures in DTR 4500.9-R, Part I, Chapter 103, Paragraph O. (T-0).

A5.2.5. Flight Close/Passenger Manifest. PSAs will continue to close flights using "Flight Status" window in GATES. (T-0). When complete, the DHS Passenger Screening default manifest statement will be placed on last page of final boarding manifests and require print/signature by a Passenger Terminal Representative. (T-0).

A5.3. Alternate or Back-Up Procedures. AMC has identified the AMC Remote Manifesting Resolution Center (RMRC) as command alternate location for passenger screening should any passenger terminal experience interrupted access to Secure Flight or unable to access GATES. RMRC also maintains sufficient Advance Passenger Information System (e-APIS) accounts to manually upload manifests for aircraft that terminate in or cross over any CTUS. RMRC can be contacted at DSN: 312-779-0045 or commercial: 618-229-0045.

A5.3.1. RMRC will determine if a trouble ticket is required and provide direction on primary method of screening and verbal notification of the need to screen passengers using encrypted email. (T-0).

A5.3.2. Encrypted e-mail. Send encrypted email compliant with DoD PII requirements to RMRC, with a completed e-Secure Flight template attached. Template can be obtained from an e-Secure Flight account holder, AMC e-Secure Flight Manager, or downloaded from the AMC/A4TP SharePoint®.

A5.4. Encounter Management Procedures – “Red/No - Inhibited” Status Only. When TSA results indicate a passenger is red (no), or identified as “INHIBITED,” passenger may not enter sterile area and/or board aircraft until passenger holds a cleared status. (T-0).

A5.4.1. If secondary vetting results in a red (no) status, a pop-up window directs PSAs to contact TSA Secure Flight Operations Center (SOC) for resolution. Pop-up windows provide PSA all relevant TSA information to include watch desk number to call.

A5.4.1.1. “TSA Phone Cleared”. When TSA SOC verbally clears a passenger to travel over the phone, PSA will select “TSA Phone Cleared” button on GATES pop-up window to allow further processing of that passenger as normal. (T-0).

A5.4.1.2. “Deny Travel”. When TSA SOC directs to deny travel, PSA will select “Deny Travel” button on GATES pop up window to proceed with denial of transportation. (T-0). Note: Under no circumstances will any PSA communicate to any passenger that they were being screened or that an “inhibited” status was returned. The PSA’s responsibility is only to deny boarding and direct the passenger to contact DHS for further resolution. (T-0).

A5.4.1.3. After the “Deny Travel” button is selected, GATES automatically rotates passenger from the flight to the space-r/space-a backlog and generates a printed sheet with the following statement to provide to “INHIBITED” traveler:

A5.4.1.4. PSAs will inform passengers: “Sir/Ma’am, I’m sorry; however, AMC cannot authorize your travel at this time and this issue must be resolved before you are granted travel aboard any aircraft from our terminal. In order to resolve the issue, you will have to provide additional information to the Department of Homeland Security. Here is a document, which includes basic information about how to submit an inquiry. You can also log into DHS’s interactive website at www.dhs.gov/trip.” (T-0).

A5.5. Unsolicited INHIBITED Response. TSA Secure Flight may return an INHIBITED response after check-in process is complete and/or aircraft has departed.

A5.5.1. When an unsolicited INHIBITED response is received prior to aircraft departure, passenger must be removed from the sterile area and PSA will take appropriate action as directed by TSA SOC. (T-0). When an unsolicited INHIBITED response is received after aircraft departure, ATOC will immediately notify the next downline station to provide all relevant passenger data and TSA SOC instructions upon aircraft arrival at next station. (T-0).

A5.5.2. In the event an individual is not cleared to board a flight at an OCONUS location departing to the U.S., the PSA will refer traveler to closest U.S. Embassy for travel support. (T-0).

A5.5.3. TSA SOC may opt to call Air Force Security Director (618 AOC/XOZ) for situational awareness and information regarding INHIBITED passengers on DoD missions. NOTE: 618 AOC/XOZ is authorized to order removal of any passenger identified as “INHIBITED” and maintains operational control over delayed boarding of passengers and aircraft departure as required.

A5.6. Passenger Screening Override. Under certain specific circumstances and only after approved by RMRC, passenger service activities may need to override GATES Secure Flight interface. An override function within “Mission Monitoring” allows passenger terminals to bypass all automatic screening on specific mission types or if network/system is unresponsive. Commanders, or equivalent must designate in writing those personnel who will be authorized to approve any use of the override feature. (T-2).

A5.6.1. Use of override function prevents all electronic transmission of passenger identity screening and immigration data from GATES to DHS. Alternate passenger screening requirements must still be performed using the approved back-up screening procedures in [paragraph A5.7.6](#)

A5.6.2. Override capability is available for those personnel with Port Cargo Passenger Management (prt_cgo_pax_mgmt) role in GATES. Log-in and time/date stamp appear on Outbound AMC Form 77 to document all passenger screening override activity. Use of the override function automatically sets all selected passenger statuses to Green/Yes for that mission/flight and PSAs may continue with check-in. ATOC personnel who activate this function must enter into mission remarks box any/all reasons for use of override function, how passengers were ultimately cleared for travel, and name of RMRC agent who approved override activation for that flight. (T-1).

A5.6.3. The following reason codes are available when using override function:

A5.6.3.1. “C”– Contingency mission. This option may be selected when all manifested passengers are uniformed service members traveling in an official duty status (e.g., SAAM, contingency, exercise, OSA) and should be selected prior to the flight being opened for passenger processing.

A5.6.3.2. “N”— Connectivity/Network Issues. The most likely indicator of connectivity/network issues is an inability to proceed with check-in processes. DHS Status indication remains yellow (pending) for an extended amount of time. If PSAs note a delay of ten minutes or more, contact the GATES Help Desk at DSN 312-576-4949 to verify whether data latency is noted in the local network system and verify no current trouble ticket is open before initiating. Trouble ticket must include processing issue directly relating to the GATES-DHS interface for passenger screening. If the reason is data latency, ATOC will save in the mission remarks box, approximate amount of time a yellow (pending) status for passengers on the flight along with any pertinent information related to passenger processing. (T-2). Note: Application of this code mandates use of established and approved “Alternate or Back-Up Procedures” defined in [paragraph A5.3](#)

A5.7. Passenger Screening Process Using eSECURE FLIGHT (eSF) Passenger Identity Screening.

A5.7.1. For non-AMC passenger terminals (locations that are not approved/equipped with GATES) to include AFR, ANG, and logistics readiness squadron Air Transportation Functions, DoD Passenger identity screening is completed via the Department of Homeland Security (DHS) e-Secure Flight web browser. (T-0).

A5.7.2. Direct-to-aircraft passengers. Units must work with local Protocol, Public Affairs, and/or Command Post agencies to obtain manifests for direct-to-aircraft passengers to the utmost extent possible. Units will make every attempt to obtain DV passenger information for missions conducted outside logistics readiness squadron control to ensure passenger movement visibility.

A5.7.3. eSecure Flight Database Integrity:

A5.7.3.1. Account Management. AF eSF users at locations without GATES who need account approval and/or account replacements, contact respective MAJCOM FAMs as listed below:

A5.7.3.1.1. For active component AF members that require eSF accounts, contact AFIMSC Air Terminal Ops at AFIMSC.IZSL.TerminalOps@us.af.mil.

A5.7.3.1.2. For AFR personnel that require eSF accounts, contact MAJCOM POC at AFRC.A4RR.2@us.af.mil.

A5.7.3.1.3. For ANG units that require eSF accounts, contact NGB/A4 at usaf.jbanafw.ngb-a4.mbx.a4rda@mail.mil.

A5.7.4. Once appointed, the air staff air transportation eSF Manager (usaf.pentagon.af-a4.mbx.af-tsa-security-manager@mail.mil) 282794 will coordinate with TSA as personnel within each unit relocate, deploy, or relinquish TSA responsibilities. (T-1). eSF training must be completed within ten duty days of assuming TSA passenger screening duties. Individuals identified by unit as eSF account holders must provide full name, full email, and primary/alternate duty phone numbers to HAF eSF Manager. (T-0).

A5.7.5. Database Maintenance. It is the responsibility of eSF account holders at each unit to purge eSF mission files for completed flights. All flight files must be deleted within 48 hours of official arrival time. (T-0). Do not delete mission data until flights reach final destination in order to account for potential delays, divers, etc. (T-0).

A5.7.6. Manual Procedures for Network/System Outages. Should a unit have difficulty accessing the internet-based e-Secure Flight website, they may utilize the RMRC as a back-up alternative as outlined above and/or contact another unit with appointed e-Secure Flight users in order to vet respective passengers prior to boarding.

Attachment 6
GLOSSARY OF CODES

Table A6.1. Special Account Handling Codes.

Code	Explanation
A	Identifies a passenger who is reimbursing AMC at the government (common user) rate, and on a credit basis
B	Identifies a passenger removed from a SAAM flight and is provided transportation on a channel traffic mission
C	Identifies a passenger who is reimbursing AMC at the government (common user) rate paying cash/credit card
D	Identifies a passenger refused entry into a country due to failure to comply with border clearance requirements and is being returned to the nearest station where border clearance documents may be secured. This code should be displayed on the aircraft departure (boarding) manifest
E	Identifies an in-transit passenger
F	Identifies a passenger, determined to be a stowaway, being returned to point of origin. This code should be displayed on the aircraft departure (boarding)
G	Identifies a passenger who is reimbursing AMC at the non-government tariff rate and on a credit basis
H	Identifies a space-a passenger. This code will be displayed on the aircraft departure (boarding) manifest and as a prefix to the space-a control number (sign- in date, sign-in time) for the passenger
J	Identifies a passenger who is reimbursing AMC at the non-government tariff rate and on a credit basis
K	Identifies a passenger who is reimbursing AMC at the non-DoD federal agency tariff rate and on a credit basis
L	Identifies a passenger who is reimbursing AMC at the non-DoD federal agency tariff rate and is paying cash/credit card

Table A6.2. Aircraft Type/Series Coding.

Alpha/Numeric Code	Aircraft Type Series
A	B-707
C	B-727
D	B-737
E	B-747
F	C-17
G	DC-8
H	Reserved for future use
I	Reserved for future use
J	C-9
K	T-43
L	C-140
M	KC-10
N	UV-18B
O	Reserved for future use
P	KC-135
Q	C-130
R	C-23
S	C-5A
T	C-12
U	L-188
V	C-21
W	C-137
X	B-757
Y	DC-6
Z	B-767
0 (zero)	C-27
1	T-39
2	Other commercial aircraft type
3	Other military aircraft type
4	C-5B
5	L-1011
6	L-100
7	DC-10
8	MD-11
9	Reserved for future use

Table A6.3. Special Passenger Category Codes.

Codes	Explanation
1	Distinguished Visitor
2	Pregnant
3	Infant
4	Blind
5	Courier
6	First-Time Entry
7	Medal of Honor Holder
8	Foreign Exchange Military
9	Unaccompanied Minor Dependent
A	Civilian (including retiree) and/or dependents (not otherwise described)
B	The request contains space-a passenger(s) who are traveling on a space reimbursable status.
C	Military spouse traveling with military spouse
D	Blue Bark or Next of Kin Deceased
E	Minor Dependents
F	Air Evac Movement – Source System TRAC2ES
G	Contingency/Exercise Travelers only
H	Foreign National
J	School Teacher
K	School Key Official
L	Passengers with Disabilities
M	RegAF member traveling PCS to retirement point
N	RegAF member traveling PCS to separation point
P	Prisoner
Q	Support personnel traveling as passengers, who must remain with the aircraft
R	Armed escort(s) accompanying other passengers
S	Board actions
T	Identifies a military member who joined the armed forces in an OCONUS area and is on initial assignment to the CONUS for training
U	Unarmed escort(s) accompanying other passengers
V	Coin Assist
W	Passenger (other than prisoner) being escorted by armed or unarmed escort.
X	Armed escort accompanying a special shipment being moved on the same aircraft
Y	Person requiring more than one seat. Unarmed escort accompanying a special shipment being moved on the same aircraft
Z	Next of Kin of Very Seriously Ill

Table A6.4. Transportation Priority Codes.

Priority	Reason	Category of Travel
1	Emergency	space-required
2	Urgent (deadline arrival)	space-required
3	Urgent (important)	space-required
4	All Other	space-required
A	Category I	space-available
C	Category II	space-available
D	Category III	space-available
E	Category IV	space-available
F	Category V	space-available
R	Category VI	space-available

Table A6.5. Type Travel Codes.

Space-Required:	
Code	Type Travel
EA	Authorized or directed air travel of military enlisted personnel in permanent change of station (PCS) status accompanied by family members
SL	Individuals authorized space-r travel in accordance with AFI 36-2110, <i>Total Force Assignments</i>
NA	Unfunded space-r passengers traveling on non-TWCF aircraft
PT	Authorized or directed air travel of military personnel in temporary duty status
CT	Authorized or directed air travel of civilian personnel in temporary duty status
TT	A special code used to identify a travel team integrity transaction
OA	Authorized or directed air travel of military officer personnel in permanent change of station
CC	Authorized or directed air travel of civilian personnel in PCS status accompanied by sponsor
PU	Authorized or directed air travel of military personnel in PCS status not accompanied by family members
CU	Authorized or directed air travel of civilian in PCS status not accompanied by family members
DS	Dependent student (space-r)
DA	Dependents accompanied by military principal
CA	Family members accompanied by a civilian principal
DU	Family members not accompanied by military principal
CD	Dependents not accompanied by civilian principal
EL	Emergency leave, military (space-r)
DL	Military dependent traveling space-r on emergency leave
RL	Renewal agreement travel for leave (civilian)
RS	Special combat leave
RT	Authorized reimbursable air travel of non-DoD sponsored passengers
PC	US citizen employees of the DoD when classified as armed forces patients
PM	RegAF or retired members of the military departments, excluding the US Coast Guard, in an armed force's patient status
PD	A dependent of a member of a military department on active duty; or of a member deceased while on active duty; or a dependent of a retired or a deceased retired member of a military department who is authorized medical care under the provisions of AFMAN 41-210, <i>TRICARE Operations and Patient Administration</i>
PE	Family members of US citizen employees of the DoD when classified as armed forces patients
PZ	Family members authorized to accompany US Armed Forces patients who are transported in PCS status reimbursable
PP	All other patients/persons for whom reimbursable transportation has been authorized, including the US Coast Guard and their dependents
PA	Special medical or non-medical attendant
PB	Non-DoD medical or non-medical attendant

NR	Unfunded space-r passengers traveling on DoD aircraft for inactive duty training
CK	Cost charge travel
FM	Foreign military
FS	Foreign travel
HR	Human remains escort
CO	Contractor travel
PR	Prisoners
Note: Reference DoDI 4515.13 to determine US armed forces patient's status	

Attachment 7

K-LOADER PARKING AND TRAFFIC FLOW PLAN

A7.1. Traffic flow plan. Each aerial port/air terminal operation shall develop a local traffic flow plan using risk management tools. The traffic flow plan will delineate traffic flow and direction within the air freight compound, the flight-line, vehicle servicing area, fuel pumps, and other areas where the K-loaders may travel. (T-1) The plans should include primary and secondary routes to ensure safe routes are available in case of road construction, adverse weather conditions, etc. When changes occur to the primary or secondary routes, the traffic flow plan must be updated.

A7.1.1. These procedures will be coordinated with local safety offices and will address minimum clearance from obstacles and spotter use. (T-1) Use AFI 91-203 and AFMAN 24-306 as guidance when developing these procedures.

A7.1.2. When operating in locations/conditions not explicitly addressed by local traffic flow plans, a spotter is mandatory when operating within 15 feet of any obstacle. Also, a spotter is mandatory in congested areas and inside the aircraft circle of safety.

A7.2. Parking. K-loaders unattended or not positioned for immediate use are considered parked. Operators and all supervisors must apply sound judgment toward parking and storage.

A7.3. K-loader parking plan.

A7.3.1. Be aware of the Tunner loader's unique turning radius, minimum of 50 feet. A Tunner pulling forward into a hard turn will swing approximately 6 feet. The back-end of the loader where maximum swing occurs will be approximately 25 feet forward of the location where the turn was initiated. Other K-loaders that do not have articulated steering will swing, but to a lesser degree than a Tunner.

A7.3.2. Each Tunner parking spot shall have 7.5 feet of clearance on each side and 5 feet of clearance in front and rear. (T-2) As a result, a Tunner, being approximately 15 feet wide, will sit in a 30 by 60 foot parking area. In cases where two or more parking spots are adjacent (side-by-side), the 7.5 feet of clearance may overlap between the parking spots, so a minimum 7.5 feet of clearance remains between the parked Tunners, side-to-side. For all other K-loaders, the parking spot will have 5 feet of side clearance on all sides, so that the resulting parking spot is 10 feet wider and 10 feet longer than the maximum dimensions of the loader. (T-2) As with the Tunner, adjacent side-to-side clearance may overlap, so a minimum of 5 feet is maintained between the sides of non-Tunner K-loaders (must be minimum of 7.5 feet if one of the two adjacent loaders is a Tunner). (T-2) In cases where two or more parking spots are end-to-end, the 5 foot of clearance may overlap between the parking spots, so a minimum 5 foot clearance remains between the parked Tunners, end-to-end. No obstacles will reside within the boundaries of the parking spot. (T-2) Drive through parking spots are desired but not mandatory.

A7.3.3. Before pulling into a parking spot, ensure the loader is directly in line with the parking spot. This will ensure the vehicle does not enter the parking spot at an angle. A painted line or suitable marking 15 feet before the entrance of the parking spot shall mark the minimum distance at which the loader must be straight before entering the parking spot.

A7.3.4. When exiting parking spots, the loader shall be kept straight before turning until the aft end is clear of the parking spot. A painted line or suitable marking not less than the length of the loader (50 feet for Tunnors) in front of the parking spot is what the front of the loader must cross before maneuvering to ensure the rear of the loader has cleared other parked loaders. (T-2)

A7.3.5. "Taxi lines" shall be placed where the center of the cab will travel so the loader is centered in the parking spot. (T-2) These taxi lines shall extend to the entry/exit line markings mentioned in the two preceding paragraphs. (T-2) Aligning the loader's cab directly over the taxi line will center the loader in the parking spot during parking operations.

A7.4. Covered Storage Parking.

A7.4.1. Each unit will include in local traffic flow plan detailed covered storage parking procedures using each existing bay, if feasible and safe. (T-2) Drive through parking is desired but not mandatory. One spotter, positioned to optimize the safety of the operation, is required for all maneuvering through covered storage, provided the following four paragraphs are complied with.

A7.4.2. Each covered storage parking location will allow 2.5 feet of clearance on each side of the loader during the most constrained portion of the parking process. (T-2) For a Tunner, this means the most constrained portion of the entrance, parking spot, and exit will not be less than 20 feet wide. (T-2) In cases where two or more parking spots are adjacent (side-by-side), the 2.5 feet of clearance may overlap between the parking spots, so a minimum 2.5 feet clearance remains between the parked Tunnors, side-to-side. No obstacles will reside within the boundaries of a parking spot. (T-2) At locations with existing entrance doors that are less than 20 feet wide but at least 18 feet wide, comply with the requirements in [paragraph A7.5](#) below. Maintain 5 feet of clearance from the front and rear of the loader; end-to-end parking with a 5 foot buffer separation is permissible. Doors and overhead obstacles should be at least 15 feet (desired, not mandatory) above the parking surface.

A7.4.3. Before pulling into the covered storage, ensure loader is directly in line with the parking spot. This will ensure the vehicle does not enter the parking spot at an angle. A painted line or suitable marking, 15 feet before the entrance of the most exterior obstacle, shall mark the minimum distance at which the loader must be straight before entering the covered storage. (T-2)

A7.4.4. When exiting parking spots, the loader shall be kept straight before turning until the aft end is clear of the most exterior obstacle of the covered storage. A painted line or suitable marking, not less than the length of the loader (50 feet for Tunner) in front of the most exterior obstacle, is what the front of the loader must cross before maneuvering to ensure sufficient clearance. (T-2)

A7.4.5. Taxi lines shall be placed where the center of the cab will travel so the loader is centered during parking operations. (T-2)

A7.5. Deviation requirements. Units with parking spots that fail to comply with the requirements specified in [paragraphs A7.3](#) and [A7.4](#) will do one of the options listed in [paragraph A7.5.1](#) or [A7.5.2](#) (T-2)

A7.5.1. Use two spotters when maneuvering in parking areas; in this case no deviation request is required.

A7.5.2. Incorporate risk management to establish the best option for location. Forward deviation request to the AMC Standardization and Resources Branch (AMC/A4TS) with local safety office coordination attached. The AMC safety office will approve or disapprove deviations. Deviations for covered storage facilities approved using above criteria are confirmed as permanent deviations and do not need to be resubmitted. All outdoor parking deviations are valid for two years after approval.

Attachment 8

LOAD TEAM CHIEF (LTC) PROCEDURAL GUIDE

Table A8.1. Load Team Chief (LTC) Procedural Guide.

Load Setup	
<input type="radio"/>	Review SOEs
<input type="radio"/>	Set up load in accordance with load plan
<input type="radio"/>	Inspect load;
	▪ Pallet ID, weight, contour, and destination
	▪ Tight/serviceable tie-down
	▪ Pallet damage
	▪ Serviceability/cleanliness of rolling stock
Prior to Aircraft Loading Operations	
<input type="radio"/>	Assign crew duties (e.g., spotter, chocker, and driver).
	▪ Verify qualifications (GOV license and flight-line competency card, training, etc.)
<input type="radio"/>	Ensure availability of necessary aircraft loading equipment
	▪ Bridge plates, chock, shoring, prime mover, light wands, etc.
	▪ Review applicable ATTLA requirements
<input type="radio"/>	Conduct Safety Briefing tailored to each mission (Reference LTC Safety Brief Checklist)
<input type="radio"/>	Verify PPE requirements
Aircraft Cargo On/Off-Load	
<input type="radio"/>	Coordinate cargo on-load with aircrew rep
<input type="radio"/>	Ensure aircraft floor is configured for type of cargo and clear of obstructions
<input type="radio"/>	Pre-position a chock before MHE approaches aircraft
<input type="radio"/>	Safely load/unload cargo (maintain positive control) at direction of with aircrew rep.
	▪ Keep cargo locked/restrained on cargo not being actively loaded
	▪ Ensure restraint is cleared from loader deck/aircraft floor as it is removed
	▪ If applicable, use appropriate TO/ATTLA certification instructions
	▪ For rolling stock, driver must remain in vehicle, place vehicle in park/neutral with brakes engaged until one forward and one aft restraint is applied before exiting the vehicle.
	▪ Verify pallet stop position at each stage of load/offload operations
<input type="radio"/>	Apply supplemental restraint, as required or requested at direction of with aircrew rep
<input type="radio"/>	Verify pallet stop is upright and secure, pallets locks are engaged (offload), restraint is stowed and utilize spotter to position MHE away from the aircraft
<input type="radio"/>	Reference LTC Emergency Procedures Checklist as needed

Table A8.2. LTC Safety Brief Considerations.

GENERAL SAFETY	
<input type="radio"/>	Extreme weather conditions if applicable (winds, temperature, and lightning)
<input type="radio"/>	Personal protective gear (gloves, boots, hearing protection, light wands, and reflective belts/vests, etc.) and removed all jewelry
<input type="radio"/>	All load team members will strictly adhere to the guidance of loadmaster/boom operators, commercial contract representative/loadmasters or Aerial Port Expeditor Load Directors
<input type="radio"/>	During aircraft on-load/off-load operations, load teams will maintain positive control of palletized and/or rolling stock cargo until cargo is secured to the aircraft rail system, floor or MHE
<input type="radio"/>	Personnel will not walk between the spotter and the vehicle being spotted during aircraft on/off-loading operations
<input type="radio"/>	Stop/correct all unsafe operations immediately
<input type="radio"/>	Established evacuation route(s) and rally point for emergencies
<input type="radio"/>	Detailed operations briefing concerning all aspects of the load and danger zones (e.g., between aircraft and loading equipment, aircraft ramp inclined, and hazards associated with winch operations)
<input type="radio"/>	Be aware of fall hazards; use of safety harness, if applicable
EXPLOSIVES SAFETY	
<input type="radio"/>	Remove all spark and flame producing devices and brief MHE/vehicle operators on authorized and alternate routes
<input type="radio"/>	Call ATOC and request they notify Fire Department/Base Operations of explosives movement operation
<input type="radio"/>	Provide: 1) Hazard class/division 2) Subsidiary hazards, 3) Location and movement route, and 4) Timeframe of movement/loading operations
<input type="radio"/>	Ensure aircraft and MHE/General Purpose vehicles are placarded (as required)
<input type="radio"/>	Withdrawal Distances for Ammunition/Explosives Not Involved in Fire

Table A8.3. LTC Emergency Procedures.

MHE/Cargo Fire Procedures	
○	STOP MHE Immediately (if at aircraft, back MHE away, if practical).
○	<u>Shut-down</u> MHE.
○	Evacuate MHE operator and account for all personnel.
○	Extinguish fire (if practical).
○	Call ATOC to notify Fire Department/Crash Fire Rescue unless load crew has direct communications. Note: Notify emergency response personnel of hazardous materials and class/division of cargo on the MHE.
○	Remove hazardous material, if accessible and practical.
○	Direct emergency response vehicles to fire.
○	Complete incident report.
Aircraft Fire Procedures	
○	Extinguish fire (if practical).
○	Evacuate the aircraft to the pre-determined area designated during the safety brief.
○	Inform ATOC of situation.
○	Back all MHE away from the aircraft (if practical).
○	Account for all personnel. Render self-aid <u>buddy</u> care and first-aid (as needed). Note: Inform Crash Fire Rescue of hazardous material aboard/personnel accountability.
Incident/Mishap Procedures	
○	All personnel must be on constant alert for potential mishaps.
○	STOP all operations.
○	DO NOT move MHE/vehicles unless directed by proper authority, except to prevent another mishap.
○	Notify emergency services, as required.
○	Render first aid, as needed.
○	Notify ATOC.
○	Direct witnesses and parties involved with the incident to remain in the area for the ensuing investigation.
○	Direct emergency services, as required.
○	Complete incident/mishap report in accordance with local procedures.

Attachment 9**PASSENGER DEVIATION WAIVER PROCEDURES**

A9.1. Passenger Safety. Passenger safety must be the primary concern. Whenever possible, transport passengers on:

- A9.1.1. Aircraft configured for passenger movement only.
- A9.1.2. Cargo aircraft without hazardous materials on board.
- A9.1.3. Aircraft carrying only P5-coded hazardous materials.

A9.2. Deviation Guidelines. Passenger travel, other than mission essential, may not accompany passenger prohibited cargo unless waived by an authorized passenger deviation approving official. Deviations must only be considered in those situations when cargo and passenger movement on separate aircraft cannot be accommodated due to excessive separation (as a minimum-24 hours) in scheduled airlift through a station.

- A9.2.1. Passenger deviations are not authorized for commercially contracted passenger aircraft (to include “COMBI” aircraft).
- A9.2.2. Passengers will not displace cargo unless approved by the 618 AOC/APCC. (T-1).
- A9.2.3. When a Department of Transportation exemption, special permit or competent authority approval identifies material as cargo aircraft only, a passenger deviation may be issued if the Proper Shipping Name (PSN) is P3, P4, or P5-coded in AFMAN 24-204. If cargo is P5-coded, follow procedures for issuing a “P4” deviation.
- A9.2.4. Aircraft must be equipped with the Emergency Passenger Oxygen System (EPOS).

A9.3. Exempt Personnel. Passenger deviation approvals are not required for:

- A9.3.1. Guards
- A9.3.2. Couriers
- A9.3.3. Technical Escorts (e.g., MWD handlers)
- A9.3.4. Maintenance recovery team (MRT) members
- A9.3.5. Additional crew members
- A9.3.6. AMC mission observer (AMO)
- A9.3.7. Mission essential personnel (MEP)
- A9.3.8. Duty passengers traveling with P-4 coded cargo
- A9.3.9. SAAM validated passengers
- A9.3.10. Participants in tactical/contingency/emergency operations (AFMAN 24-204, Chapter 3) and deployments conducted in accordance with DTR 4500.9-R, Part III.
- A9.3.11. Non-participant travel. Passengers (non-participants) on tactical, contingency, or emergency validated missions, deployments and SAAMs are authorized only if:

A9.3.11.1. Individual issue hazardous materials hand-carried by "Participants" are limited to small arms-type ammunition (C/D 1.4S or 1.4C), NBC equipment, or chemical/first aid kits.

A9.3.11.2. All other hazardous materials hand-carried are in proper shipping configuration or packaging which would allow movement on a channel mission.

A9.3.11.3. Fuel in transported vehicles does not exceed one-half tank.

A9.3.11.4. Transport support equipment is drained.

A9.3.11.5. All hazardous materials are compatible in accordance with AFMAN 24-204, Tables A18.1 and A18.2.

A9.3.11.6. Hazardous materials are not coded as P-1, P-2, or P-3 in AFMAN 24-204, Table A.1 (Special Provisions).

A9.3.11.7. A passenger deviation is approved, if required. Note: Deviation exempt personnel must have protective equipment equal to or greater than what is used by the aircrew when traveling on aircraft carrying P-1 or P-2 hazardous materials.

A9.4. Responsibilities Assigned. AMC/A4TC retains overall responsibility for the AMC passenger deviation program.

A9.4.1. 618 AOC/APCC issues passenger deviations to allow movement of passengers with P3-coded cargo in accordance with AFMAN 24-204. Note: Only the operating MAJCOM's AOC has the approval authority for P3-coded cargo.

A9.4.2. AMC APS/AMS will issue passenger deviations for P4-coded cargo. 618 AOC/APCC will issue passenger deviations for P4-coded cargo on AMC missions as needed. (T-0).

A9.4.3. The appropriate Air Mobility Operations Wing (AMOW) will designate the AMS or air terminal that is responsible for issuing "P4" passenger deviations for detachments, operating locations, contract air terminals, and small air terminals. (T-2).

A9.4.4. Navy-operated AMC Air Terminal Norfolk will issue "P4" deviations for Caribbean-region Navy terminals. CONUS Navy terminals (e.g., Navy-operated AMC Air Terminal Jacksonville) will request passenger deviations from 618 AOC/APCC. Central and South America locations will request deviations from 618 AOC/APCC.

A9.4.5. Requests for passenger deviations on non-AMC missions will be directed through 618 AOC/APCC to appropriate MAJCOM/service authority. (T-1).

A9.4.6. Deployed aerial port deviation responsibility for AMC missions rests with the senior transportation representative. Units will retain deviation data at home station and report it when requested by AMC. (T-1).

A9.4.7. Aerial Port/Air Terminal Passenger Deviation Approving Officials Qualifications (T-1). Passenger deviation approval officials will be:

A9.4.7.1. Designated in writing by the unit commander.

A9.4.7.2. E-4 or above, or civilian equivalent.

A9.4.7.3. At a minimum 5-skill level.

A9.4.7.4. Hazardous material "Inspector/Preparer" qualified.

A9.5. Documentation. Passenger deviations will be documented using AMC Form 145, *Passenger Deviation Request*. (T-1). For requests requiring 618 AOC/APCC approvals call Commercial 618-229-0350 or DSN 779-0350 and electronically transmit form to TACC.APCC@us.af.mil at least four hours prior to mission departure.

A9.5.1. Format. Passenger deviations will utilize the following format: Issuing stations APOE/2-digit calendar year/3-digit Julian date/2-digit sequence number (e.g., RMS1713601, HIK1714502, APCC1714106). The sequence number will start at 01 at the beginning of every calendar year. When 618 AOC/APCC issues passenger deviations, substitute the three letter identifier of aerial port/terminal requesting the deviation with "618 AOC/APCC" (e.g., APCC1714106). Stations designated as issuing agencies for other locations will utilize the location's APOE in the deviation number (e.g., Incirlik Air Base, Turkey issuing a deviation for Cairo would use CAI1401601).

A9.5.2. All stations are required to track all approved passenger deviation waivers. Records must be maintained for one active calendar year and one inactive calendar year.

A9.6. Operational Guidelines.

A9.6.1. Deviations remain in place until the hazardous material is downloaded from the mission.

A9.6.2. Enroute stations may move additional cargo or passengers with like characteristics to the same destination under a deviation issued by a previous station as long as passenger deviation restrictions are not violated.

A9.6.3. When a deviation is approved, ATOC will supply the passenger deviation number to Passenger Service for inclusion on passenger manifest. (T-2). Passenger Services must type, print, or stamp all copies of the passenger manifest with the following information: "AUTHORITY TO MOVE PASSENGERS WITH CARGO AIRCRAFT ONLY CODED MATERIAL IS APPROVED.DEVIATION NUMBER: _____." (T-1). ATOC will ensure originating and transit passenger deviation number(s) are clearly annotated on the load plan, MLR, and the station file passenger manifest. (T-1).

A9.6.4. In all cases, the most restrictive deviation takes precedence. 618 AOC/APCC issued deviations take precedence over any issued by an APS/AMS.

Attachment 10

DIPLOMATIC CLEARANCE PROCEDURES

A10.1. General. Foreign countries have placed various restrictions and limitations on the movement of aircraft and in some cases, cargo across borders. These countries have prescribed specific procedures to acquire permission (diplomatic clearance) for aircraft and cargo movement over borders. Use the DoD FCG, located at <https://www.fcg.pentagon.mil/fcg.cfm>, to determine which restrictions apply for a specific country and the procedures to follow in order to obtain diplomatic clearances from those countries.

A10.1.1. Consult with the 618 AOC International Clearance Branch (618 AOC/XOCZD) when the DoD FCG does not include country specific hazardous cargo/weapons diplomatic clearance coordination requirements at DSN 312-779-3008. Always forward all hazardous cargo information to 618 AOC/XOG as soon as the information becomes available.

A10.1.2. The following categories of cargo are exempt from this attachment: Poison and etiological/biological agent shipments. NWRM shipments are governed by the Special Weapons Overflight Guide (SWOG).

A10.2. Responsibilities Assigned.

A10.2.1. Cape Forecasting or designated representative is responsible for the submission of cargo requiring diplomatic clearance to 618 AOC/XOG and commercial carriers. Note: Cape Forecasting personnel or designated representative will monitor GATES daily to check for or clear "FR6" cargo. (T-2).

A10.2.2. For AMC Organic Channel Missions, 618 AOC/XOCZD is responsible for obtaining diplomatic clearances for aircraft and cargo when required by the DoD FCG. For AMC Commercial Contracted Channel Missions, commercial carriers are responsible for diplomatic clearance.

A10.3. Diplomatic Clearance Process:

A10.3.1. Determine from the DoD FCG (and its classified volume) whether diplomatic clearances are required for each shipment. Information needed to determine this includes: Type of cargo, ultimate user, destination country, and countries likely to be transited enroute to destination.

A10.3.2. Review requirements and lead times necessary to process diplomatic clearances for each country. This information is listed in the DoD FCG by country: click Aircraft Entrance Requirements at the top of the page and reference item B. LEAD-TIME AND VALIDITY.

A10.3.3. Clearance process for AMC Organic Channel Missions:

A10.3.3.1. After determining the required completion date for diplomatic clearance action, initiate the request process by downloading the 618 AOC Dips Hazardous Cargo Coordination Spreadsheet located at: https://tacc.us.af.mil/default.asp?action=FILEUPLOAD&component=TACC_FOR MS

A10.3.3.1.1. For manual procedures, Cape Forecasting and/or Load Planning must have additional copies of the Hazardous Cargo COORD Spreadsheet printed out. (T-1).

A10.3.3.2. Submit diplomatic clearance requests directly to 618 AOC/XOG bookies utilizing the applicable organizational box below. Once received, the AOC bookies will process the diplomatic request in the 618 AOC Integrated Mission Request system and submit the request to 618 AOC/XOCZD. Submit Hazardous Cargo COORD Spreadsheet to applicable organizational box below:

A10.3.3.2.1. Offshore missions - offshore.cargo.bookies@us.af.mil

A10.3.3.2.2. CONUS outbound missions from CHS, DOV- 618 AOC/XOGA - 618.tacc.xogw@us.af.mil

A10.3.3.2.3. CONUS outbound missions from WRI, NGU, SUU - 618 AOC/XOGB - 618.tacc.xoge.bookie@us.af.mil

A10.3.3.2.4. For "emergency/critical urgent" requests during non-duty hours and weekends, send the request directly "to" 618 AOC/XOCZD, (tadip@us.af.mil) and "cc" the applicable 618 AOC/XOG organizational box. Annotate "urgent" in the subject line, and explain the urgency in the body of the e-mail text.

A10.3.3.3. After requesting clearance from 618 AOC/XOG bookies, the ATOC or designated representative will:

A10.3.3.3.1. Monitor the status of the request by communicating with the 618 AOC cargo bookies via emails or telephone: 618 AOC/XOGA: commercial 618-229-4027/DSN 779-4027, 618 AOC/XOGB: commercial 618-229-4690/DSN 779-4690, 618 AOC/XOGC Offshore: commercial 618-229-4794/DSN 779-4794. (T-1).

A10.3.3.3.2. Ensure diplomatically cleared cargo for a specific airlift mission has priority over all other cargo eligible to be moved on the same mission. (T-1).

A10.3.3.3.3. Notify the 618 AOC cargo bookies when changes to load plans affect the type or quantity of hazardous material placed on or removed from the aircraft. (T-1). Timely notification to the 618 AOC Cargo Bookies concerning changes to planned hazardous material on the aircraft is crucial in obtaining updated and correct diplomatic clearances and ensuring continued mission movement.

A10.3.4. For AMC Contracted Commercial Channel Missions:

A10.3.4.1. After determining the required completion date for diplomatic clearance action, initiate the request by providing required hazardous materials information to the commercial carrier representative utilizing a locally produced product or the 618 AOC Dips Hazardous Cargo Coordination Spreadsheet located at: [https://tacc.us.af.mil/default.asp?action=FILEUPLOAD&component=TACC FOR MS](https://tacc.us.af.mil/default.asp?action=FILEUPLOAD&component=TACC_FOR MS).

A10.3.4.2. Notify commercial carrier representative when changes to load plans affect the type or quantity of hazardous material placed on or removed from the aircraft. Timely notification to commercial carrier representative concerning changes to planned hazardous material on the aircraft is crucial in obtaining updated and correct diplomatic clearances and ensuring continued mission movement.

A10.4. Diplomatic Clearance for Weapons and Weapons Part Shipments.

A10.4.1. For Commodity Code 2 shipments, Special Handling/Cargo Operations personnel will coordinate with Cape Forecasting or Load Planning to check the shipment against the DoD FCG to determine if diplomatic clearances are required. (T-1).

A10.4.2. If diplomatic clearance is required; Special Handling/Cargo Operations personnel will put the shipment in "FR6" status. (T-1).

Attachment 11

SPECIAL CARGO

A11.1. AMC MICAP. 618 AOC/APCC will pass AMC MICAP information to originating, intransit and terminating stations and will use a Transportation Plan Summary number for stations that have GDSS. (T-1). Transportation Plan Summary numbers are located in GDSS under the Aircraft Management Tab; once on this screen, ports can search AMC MICAP information using the 5-digit number passed from 618 AOC/APCC (Example: TP# 59316).

A11.1.1. The DO/senior controller is directly responsible for coordinating/tracking the movement of AMC MICAP with Information Control, Load Planning and Special Handling. Ensure remarks section of the MLR states that AMC MICAP is aboard and provides specific location on aircraft. Remarks will include TCN, nomenclature and aircraft type/tail number it is marked for (e.g., Mark for C-17/60017). Delayed departures for aircraft waiting on AMC MICAP will NOT be granted without 618 AOC/APCC approval and coordination with 618 AOC/XOCL. Note: When using PE passenger missions to move AMC MICAP, shipments must not exceed 100 pounds and must fit into the baggage compartment of the aircraft. (T-1).

A11.1.2. The ATOC DO/senior controller will notify 618 AOC/APCC when any of the following instances occur:

A11.1.2.1. The port receives AMC MICAP. (T-2).

A11.1.2.2. NLT one hour prior to selected mission's estimated time of departure, confirm AMC MICAP has been physically loaded on the aircraft. (T-2).

A11.1.2.3. An AMC MICAP does not arrive on station as previously coordinated. (T-2).

A11.1.2.4. An AMC MICAP shipment is received with missing or incorrect documentation (e.g., TCMD does not show shipment as having a Required Delivery Date (RDD) of 999, and project code 196). (T-2).

A11.1.2.5. An AMC MICAP shipment is incorrectly manifested to/from their location and to confirm corrective action requested by 618 AOC/XOCL has been accomplished.

A11.1.2.6. The outbound mission scheduled to transport the AMC MICAP is delayed, 618 AOC/APCC will notify 618 AOC/XOCL. (T-2). 618 AOC/XOCL will evaluate all factors to determine if an alternate movement plan and/or re-route is required. (T-2). 618 AOC/XOCL will advise 618 AOC/APCC of all re-route requests. (T-2). In turn, 618 AOC/APCC will advise the ATOC DO/senior controller of 618 AOC/XOCL generated re-route requests. (T-2).

A11.2. Remains of Deceased Personnel. Transportation of military and other authorized remains by AMC will be in accordance with DoD Directive 1300.22, *Mortuary Affairs Policy* and AFI 34-501. (T-1).

A11.2.1. Upon receipt of HRs, ATOC will contact 618 AOC/APCC who in turn will determine airlift and take appropriate measures to expedite onward movement. (T-1). For intra-theater airlift, coordinate airlift with theater mortuary affairs and the Air Mobility Division.

A11.2.2. Restrict movement of HRs to cargo or dual-configured airlift missions when possible; however, baggage compartment space on passenger-type aircraft may be used when satisfactory service cannot be accomplished on cargo missions.

A11.2.3. HRs may be shipped on AE missions for AOR and contingency locations where timely movement of HRs cannot be satisfied by subsequent airlift. 618 AOC/APCC controllers coordinate all movement of HRs on AE missions. If approval is granted, 618 AOC/APCC will advise all stations affected and update GDSS Mission Display. (T-1).

A11.2.4. HRs shipped from overseas to a stateside location destined to DOV may be airlifted via military airlift. For example, a line of duty death at HIK may travel HIK-SUU then transferred to a DOV flight if deemed the fastest mode of transportation.

A11.2.5. The destination station's ATOC will notify the mortuary officer or designated agency receiving the shipment of the aircraft's estimated time of arrival. (T-1).

A11.2.6. Cremated Remains. See current AFI 34-501 for guidance.

A11.2.7. Escort duties are performed per AFI 34-501. If possible, do not separate escorts accompanying HRs.

A11.2.8. If a unit representative is acting as an escort and cannot make a flight or connection, the remains will proceed without them.

A11.2.9. If the family has requested a specific escort and that person is traveling on a mortuary fund citation, his/her duties begin after the remains leave the mortuary.

A11.2.10. ATOC is responsible for preparing MLR input relating to movement of HRs. The originating station will obtain all information required for movement messages, other than flight data, from the local mortuary affairs activity. (T-1). MLR information will include the deceased individual's name, rank, branch of service and agency/individual to receive. (T-1). The message will be placed in **PART III** of the MLR. (T-1).

A11.3. Life or Death Shipments. Biological or other medical supplies of such urgency that human life is dependent upon immediate receipt. The shipper will establish life or death urgency upon delivery to an AMC terminal.

A11.4. Green Sheet Procedures. In accordance with DTR 4500.9-R, Part II, Chapter 203, "Green Sheet is a procedure whereby specifically identified cargo in the AMC system may gain movement precedence over other expedited cargo, including 999 shipments, of the sponsoring Service. Green Sheet is not a priority, but it is designed to override priorities when expedited movement of specific shipments is required in the national or defense interest and is certified as an operational necessity by the sponsoring Service. It only overrides priorities for the requesting Service's shipments. The requester submits requests for green sheet action to the sponsoring Service ACA or to the overseas ACA that has geographic responsibility over the aerial port where the on-hand cargo is located. The ACA originating the green sheet action will ensure coordination is accomplished with intermediate ACAs prior to departure of the cargo from the origin station. (T-1). The originating ACA must document in writing (via e-mail or fax) requests to down-line ACAs to ensure identified cargo is green sheeted after each terminating channel and on any subsequent flight to the final destination. (T-1). All down-line stations are required to honor original green sheet action."

A11.4.1. In the absence of the ACA, the Air Terminal Operations Officer or designated representative may initiate Green Sheet action when necessary to meet a DoD component's RDD for a Green Sheet shipment. This does not authorize Air Terminal Operations Officers to designate any cargo as Green Sheet, only to act upon a sponsoring Service's Green Sheet request.

A11.4.2. The CONUS ACA will send the approved Green Sheet Request to the Customer Service Branch (CSB) at the CONUS aerial port. (T-0). The CSB will then provide the approval to the Load Planning section/designated representative for each TCN to complete Green Sheet action. (T-0). At the OCONUS aerial port, the ACA will provide the completed approval to Load Planning/designated representative. (T-0)

A11.4.3. At automated stations, the Load Planning section enters an alpha code "G" in the special priority field of GATES and the words "Green Sheet as of the Julian date/GMT" in the applicable trailer (TX1) data fields. (T-0).

A11.4.4. At manual stations, the Load Planning section will ensure the statement "Green Sheet as of the Julian date/GMT" is typed or printed in the remarks section of the DD Form 1384, *Transportation Control and Movement Document*, and under applicable line entries on the manifest. (T-0).

A11.5. Purple Sheet. In accordance with DTR 4500.9-R, Part II, Chapter 203, "Purple Sheet is a procedure whereby specifically identified cargo (of national interest and operational necessity) already on hand or enroute at any AMC air terminal may gain movement precedence over all other priority cargo shipments. Purple sheet cargo will move ahead of all 999 and Green Sheet shipments, regardless of service lane or arrival date at the APOE. The Purple Sheet process is applicable to the movement of cargo only, and does not apply to passenger movement and will not be used to ship full plane loads. The supported COCOM reviews and approves Purple Sheet requests and forwards Purple Sheet action to the USTRANSCOM Deployment and Distribution Operation Center. The Deployment and Distribution Operation Center tasks the 618th AOC, who in turn tasks the applicable APOE. The APOE will inform the Service ACA. Purple Sheet is not a priority, but is designed to override priorities when expedited movement of specific cargo is required in the national interest and is certified as an operational necessity for the supported COCOM."

A11.5.1. Aerial Port procedures. The only authorized Purple Sheet authority for aerial ports will be the 618 AOC. When tasked by the 618 AOC, the following actions will occur:

A11.5.1.1. ATOC coordinates the request with the applicable work centers (e.g., Load Planning, Cape Forecasting, Cargo Operations, CSB) to confirm cargo is on-hand and movement ready.

A11.5.1.2. Load Planning changes the priority and RDD fields (if applicable) in GATES to read "1" "999" and enters "Purple Sheet as of the Julian date/GMT" in applicable trailer (TX1) data fields.

A11.5.1.3. At manual stations, the Load Planning section will ensure that the TCMD and manifest are annotated with Priority 1/999 and trailer information states "Purple Sheet as of the Julian date/GMT". This information can be typed or printed.

A11.5.1.4. Plan movement on the first available mission. Purple Sheet cargo will not displace cargo already manifested on departing aircraft, unless directed by 618 AOC.

A11.5.1.5. Manifest Purple Sheeted cargo separately with markings, "Purple Sheet Cargo".

A11.5.1.6. Every effort will be made to release the cargo at its end destination as swiftly as possible upon aircraft arrival.

A11.6. NWRM: The OSD approved definition of NWRM is "classified or unclassified assemblies and subassemblies (containing no fissionable or fusionable materiel) identified by the military departments that comprise or could comprise a standardized war reserve nuclear weapon (including equivalent training devices) as it would exist once separated/removed from its intended delivery vehicle." NWRM requires safeguards to ensure system integrity, security and accountability are maintained at all times. NWRM carries a commodity code "5" and Special Handling code "Y" when processed in accordance with applicable guidance in [Chapter 2](#) of this regulation. For training and additional information, refer to AFI 20-110, *Nuclear Weapons-Related Materiel Management*, & AFI 24-605, Volume 5.

A11.7. Delays Affecting Special Interest Cargo. The DO/senior controller will monitor special interest cargo like AMC MICAP, Green/Purple Sheet, HRs, life/death shipments and NWRM planned or loaded on originating or transit aircraft with an anticipated delay of two hours or more. ATOC will advise 618 AOC/APCC of the nature of delay and request re-routing instructions to expedite cargo movement. If no change to the routing is made, contact 618 AOC/APCC every 12 hours to reassess situation with consideration of:

A11.7.1. Estimated time in commission and slipping estimated time in commission.

A11.7.2. Extended crew rest.

A11.7.3. Equipment or manpower availability.

A11.7.4. Available terminal space.

A11.7.5. Security requirements.

A11.7.6. Local management factors.

Attachment 12

REHANDLED CRITERIA AND FORMS

Table A12.1. Common Scenarios for Rehandle.

Criteria for Rehandle Log:					
Rehandle Reason	Fleet	Passenger Service	Cargo/Special	Ramp	ATOC
Cargo/passengers/bags bumped from a loaded aircraft	X	X	X	X	X
Load re-sequenced (load pre-positioned)			X		
Load re-sequenced (after aircraft loaded)			X	X	X
Tail Swap (offload)	X	X		X	X
Tail Swap (onload)	X	X		X	X
Reconfigure pallets					
Cancelled/delayed mission (load pre-positioned)	X	X	X		
Cancelled/delayed mission (after aircraft loaded)	X	X	X	X	X
Cargo frustrated to ACA			X		
Load returned to bay after mission recut			X		
Re-tag pallets			X		
Cargo frustrated during JI for user			X		
Passengers receive anti-hijack brief again		X			
Passengers reprocessed for later mission		X			
Gate no-show passenger assigned to backlog		X			
Passenger re-gated		X			
Passenger re-transported to aircraft		X			
Re-cleaned latrines	X				
ATGL re-serviced	X				
ATGL re-loaded	X				
Aircraft re-cleaned	X				
Meals re-serviced					
Re-ice cargo			X		
Explosive shipments (clearance re-submitted)					X
S/H cargo requiring re-entry on logs *			X		
Note: This table is not all-inclusive, but does provide guidance for most common situations. Corresponding paragraphs in this instruction are provided in parentheses on items requiring more clarification. Record once on the duty section specific form, and annotate the Monthly Station Traffic Handling report. “*” Pertains to special cargo that needs to be reentered on a log such as an AMC Form 214 or reefer/freezer logs. Count this weight twice (once for re-handling cargo and once for re-entering cargo).					

A12.1. AMC Form 56,*Rehandled Workload.*

A12.1.1. AMC Form 56 is designed to provide management of ATOC and Air Freight with an overview of the rehandled workload for respective sections. Load planning rehandles will be identified on the AMC Form 56 by checking the rehandled check box in GATES and selecting loadplanning as the workcenter. Additionally, it is one of the source documents for the Monthly Station Traffic Handling Report. The control function within each work center ensures all information recorded on AMC Form 56 is accurate and properly completed in GATES. Leave blank any block not requiring an entry. It is the responsibility of the OIC or Superintendent of each aerial port section to review and ensure the work section is properly inputting information into GATES. Non-GATES locations must provide this form to the Data Records section, along with all source documentation, in time for Data Records to complete the Monthly Station Traffic Handling report by the twentieth of the month. Attach to the station file copy of the report.

A12.2. AMC Form 65,*Aircraft Reserviced Workload.*

A12.2.1. AMC Form 65, is designed to provide Fleet Service management with an overview of re-servicing workload. A Fleet Service rehandle is accomplished any time one or more Fleet Service functions are re-accomplished due to circumstances outside the aerial port's control. For example, ATGL recleaned, reloaded, water system resanitized, redelivery of meals, igloos, expendables, and non-expendables, aircraft recleaned, potable water reserviced, or the latrines are reserviced. Additionally, it is one of the source documents for the Monthly Station Traffic Handling Report. The control function within each work center ensures all information recorded on AMC Form 65 is accurate and properly completed in GATES. Leave blank any block not requiring an entry. It is the responsibility of the OIC or Superintendent of Fleet Service to review and ensure their work section is properly inputting information into GATES. Non-GATES locations must provide this form to the Data Records section, along with all source documentation, in time for Data Records to complete the Monthly Station Traffic Handling Report by the twentieth of the month. Attach to the station file copy of the report.

A12.3. AMC Form 108,*Passenger Rehandled Workload.*

A12.3.1. AMC Form 108 is designed to provide Passenger Service management with an overview of rehandled passenger workload. Passenger rehandles shall be entered in the appropriate block(s) in GATES. Additionally, it is one of the source documents for the Monthly Station Traffic Handling Report. Leave blank any block not requiring an entry. It is the responsibility of the OIC or Superintendent of Passenger Services to review and ensure their work section is properly inputting information into GATES. Non-GATES locations must provide this form to the Data Records section, along with all source documentation, in time for Data Records to complete the Monthly Station Traffic Handling Report by the twentieth of the month. Attach to the station file copy of the report.

A12.4. AMC Form 85, *Aircraft Handled by Type.*

A12.4.1. The AMC Form 85 is designed to provide Data Records a record of all aircraft reported on the Monthly Station Traffic Handling Report. Count all TWCF and Non-TWCF Aircraft Handled: originating, terminating, or both. At automated stations the AMC Form 85 is completed by GATES. At non-GATES stations, ATOC completes an AMC Form 85 each day of the month even if no aircraft were handled during the twenty-four hour reporting period. Non-GATES locations must provide this form to the Data Records section, along with all source documentation, in time for Data Records to complete the Monthly Station Traffic Handling Report by the twentieth of the month. Attach the AMC Form 85 to the station file copy of the report. A computer-generated report may be used in lieu of the current AMC Form 85 provided it contains the necessary information.